



# Patients Matter

Charity No. 292157

N.A.P.P. Quarterly Newsletter.

Online Version - Summer 2012

**Corkill Award: N.A.P.P. PPG of the Year 2012**

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## Winner for 2012: The Wilsden Medical Practice PPG

The group formed in Bradford in 2010 and has shown great dynamism by undertaking a wide range of diverse and innovative activities in an extremely short time span. Currently the group is made up of eight women and two men from a 40 – 80 year age range and has representation from wheelchair users, minority ethnic groups and parents with young children. The group is keen to widen out its representation of the patient population and has publicized themselves by going out to:

- The local secondary school
- Mums and babies group
- Local galas which covered the four areas covered by the Practice
- Waiting room

Questionnaires asking about the patient experience were taken to these locations and at the galas canvassed patients who rarely used the Practice. People at the galas we also asked about telephone appointments, extended hours opening, preferred time of day for appointments and overall comments. The age profile of those canvassed almost totally coincided with the profile of the patient population. (continued p.2)



Wendy Parkin -Chair (centre) & Jenny Lightowler receiving the award.

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At the galas the group also had tables with information about health issues such as healthy eating, with leaflets from groups involved in health e.g. cancer support, drunkenness test, free fruit. The drunken test involved walking a plank while wearing goggles which simulated feeling drunk! Some other achievements:

- Set up notice boards with own logo and comments boxes. Ensuring the comments are dealt with appropriately. A 'comments' rather than a 'complaints' box, has been established at all practice sites.
- Provision of two armchairs in waiting room in response to a patient request
- Changes in seating arrangements in one waiting room in response to feedback from local sixth formers who also wanted more relevant reading
- One surgery on a very steep hill and was not gritted in the bad winters. The group successfully lobbied the Council and local MP to rectify this.
- Making suggestions about running of the 'flu' clinic and helping out at all three sites with very positive feedback from patients about their experience.
- The group used the 'flu' clinics and hypertension clinics as an opportunity to recruit patients for student doctors and also to ask for patients' email addresses leading to the setting up of an email list (virtual group) for obtaining patients' views and circulating the newsletter and other information. The group is now also recruiting for text messaging service and online prescriptions for which the group initially served as 'guinea pigs'
- Initiated Seniors Show the Way (training

patients to become Community Health Champions) meeting in March 2011 and an arthritis information evening

Following the senior partner attending another Practice, who had done some 'cold calling'; the group initiated a 'Mystery Shopping' or telephone survey to research telephone waiting times and availability of appointments between 08.00 and 09.00.

The survey was undertaken from September - December 2011 and the results initially fed back to the reception staff. There had been lots of complaints about access so the group decided to research what access was really like from the patient viewpoint. The group covered a week in each month with a total of 140 phone calls – Monday and Thursday one week, Tuesday and Friday another week and Wednesday another week.

The attitudes of the person answering the phone were also noted which were overwhelmingly positive. The results were initially presented to the reception staff who were very interested and involved and made lots of suggestions. The results were then fed back to the Partners including the feedback from the reception staff.

### **Runner-up: Fountain Connections**

The judges' decision to award a second prize reflects the high standard of entries this year and the difficulty in choosing between two PPGs which both achieved all the requirements set out in the brief. The group based in the Fountain Medical Centre in Newark similarly used a number of different initiatives to achieve clear improvements in quality of patient care but were just narrowly beaten by the Wilsden Group which had used slightly more innovative approaches

The runner up receives a cheque for £250.

**A big thank you to EMIS for their sponsorship. Details for next year's competition will be announced shortly.**

## Soap Box session

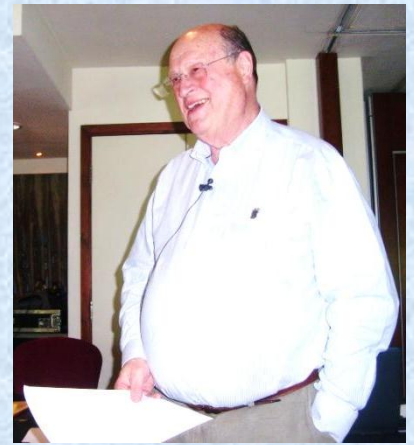
At this year's conference a 'Soap Box' session was introduced which generated a good deal of interest and participation. Delegates were invited to submit a topic which they felt passionate about and from the entries received the first six entries were chosen on a first come first served basis. Speakers had up to two minutes to share their thoughts and one minute for questions from the floor. Topics included:-

1. Patient recruitment –
2. Representation & Choices –
3. Continuity of Care –
4. Recognition, Training, Listening and being Listened to. –
5. Appointments, Access & Networking
6. Funding

Speakers were:-

- Pat Vinycomb
- Michael Morton
- Jaqueline Glaser
- Paul Midgley
- Jeffrey Chiswell
- Paul Lee

Because of the positive reception received from delegates we will be looking to include this feature in next year's Conference.



## N.A.P.P ...the movie

A thank you to all the brave PPG delegates and guests at this year's Annual Conference who kindly agreed to be interviewed and filmed

We are presently looking through 'the rushes' (first cut of the films), made by our resident movie maker Mike, in order to collate a series of clips that will become the N.A.P.P movie and shortly be posted on our website. All of the interviews are extremely interesting and beautifully articulated. We aim to use all the material in some way so if your interview is not in the main movie it may very well turn up on another part of the site. Keep checking the website for your star appearance! Grateful thanks go to NHS North West for their invaluable support with this year's Conference including arranging the filming.

## The Future is PPG shaped....!

I left our recent Annual Conference with a resounding message from PPG members ringing in my ears....."it's time to organise a national campaign to promote the value and potential of PPGs across the country!"

The NHS reforms and new national policy requirements have placed a spotlight on general practice and the active participation of patients. N.A.P.P's mission as we go forward into this new world is to continue to empower patients and support practices.

Through N.A.P.P, PPGs have a national voice which is already being heard through our strategic work as a national stakeholder with a range of organisations. The PPG perspective has already informed:

- The development of the CCG Authorisation criteria & assessment process
- The production of a Smart Guide for every CCG in the country on Engaging PPGs & Practices for the Department of Health
- The development of a patient and public involvement strategy for the NHS Commissioning Board
- A joint working concordat with the Royal College of General Practitioners
- Support sessions for Practice Managers in partnership with the Practice Management Network & the General Practice Foundation

- Feedback on the DES to the British Medical Association, Local Medical Committees and PCTs
- Development of the CQC GP Registration process
- Development of a national statement of support for GP revalidation in partnership with the General Medical Council
- The Self Care Forum supported by the Care Minister-N.A.P.P is the national patients champion
- A large national a research programme 'Quality and Safety in the NHS' (QSN) involving the Universities of Aston, Leicester, Birmingham and Aberdeen in partnership with N.A.P.P seeking to identify the views and experiences of patient and carer organisations on quality and safety in the NHS
- Presentations to the House of Commons All Party Parliamentary Group

There are exciting times ahead. Our work in the coming year aims to build the capacity and potential of PPGs to ensure their essential role in the community at practice and locality level is reinforced, widely recognised and most importantly can have a practical impact on improving the quality and responsiveness of care for local people.

We will do this through our **PPG Commissioning Champions Project**, the **Self Care Project** and a new project in partnership with NHS North West and NHS North of England to create **regional PPG 'Centres of Excellence'**. For more information on these projects visit our website [www.napp.org.uk](http://www.napp.org.uk) or contact me at: [Stephanie@varah.plus.com](mailto:Stephanie@varah.plus.com) . A key element of this new project will be a national media campaign including a 'PPG Awareness Week' to promote the value of PPGs UK wide.

*Stephanie Varah July 2012*



**Following the Conference keynote address 'Striking a new deal with patients in support of a quality service' which was delivered by Professor Rajan Madhok of the General Medical Council (GMC.) we include this brief summary for our members that outlines the role of the GMC.**

The GMC is the independent regulator of doctors in the UK. We protect patients by making sure doctors have the right knowledge, skills, experience and support to provide safe, high quality, care.

### **What we do:**

#### **Concerns about doctors**

Sometimes patients have a complaint about a doctor. Where we find a doctor poses an on-going risk, we protect patients by restricting their practice or suspending them, for example while they re-train. In very serious cases we may have to remove a doctor from the medical register.

#### **Ethical guidance**

We set the standards and values of doctors, so they know how they should behave when they are with patients.

#### **Regular checks**

Towards the end of 2012, a series of five yearly checks on doctors will begin to ensure that they continue to be up to date. We have been working with the UK governments and other organisations to prepare for this important change. This process of checking is called 'revalidation'.

#### **The next generation of first class doctors**

We work with medical schools to set the standards they need to meet and ensure medical students receive a good education.

### **The medical register**

There are around 240,000 doctors on the UK medical register. It is our job to maintain the register safely and process tens of thousands of additions and changes each year. Information on a doctor's registration is freely available at [www.gmc-uk.org](http://www.gmc-uk.org).

### **We 'regulate' doctors**

All these activities together amount to the 'regulation' of doctors.

### **Our Regional Liaison Advisers**

- Help people to get involved in shaping our work through consultations
- Promote the standards we set for doctors and explain what happens if a doctor falls short of these
- Support the implementation of revalidation by engaging groups of doctors and patients to explain what it is, how it will work and what it will mean for them

The RLS is a local service to help us understand local opinions and concerns about the medical profession which we can use to help guide and train doctors in the future. Contact us on 0161 923 6602 or visit us at [www.gmc-uk.org/rls](http://www.gmc-uk.org/rls)

We are always pleased to hear from you and articles or photographs for publication are valued. Why not let us know about any innovations, activities, campaigns etc which your group is engaged with. Please contact the Editor- Danny Daniels, whose details are on page 8



**Corporate Member**

## N.A.P.P the Self Care Forum patients champion makes the news.....!

The article below quoting N.A.P.P as the national patients champion for the Self Care Forum was circulated to the national media on July 12<sup>th</sup> and picked up by The Independent, The Telegraph, The Sun and the Daily Mail. Links to these articles can be found at the bottom of the article.

### 51 million unnecessary GP visits....NHS investigate why

- **5.2 million visits annually for blocked noses**
- **40,000 visits for dandruff**
- **Reducing unnecessary visits to GP and A&E could free resources**

A new NHS survey is set to investigate the reasons why people head to the doctor instead of looking after themselves at home.

More than 51 million\* people per year visit their GP with minor problems which would clear up by themselves – or with a little help from an over-the-counter remedy.

Up to 40,000 GP visits per year are for dandruff, while a further 20,000 go to their local surgery for travel-sickness, and a staggering 5.2 million with blocked noses.

Health chiefs fear these unnecessary GP visits – almost one in five appointments are for very minor problems – are draining resources from caring for older, chronically-ill people, and having a knock-on effect of placing A&E and emergency departments under further pressure.

All kinds of minor illnesses and injuries, from colds to period pains, skin conditions to minor cuts, can be treated at home with advice and

medicines from your local pharmacist.

The NHS is surveying patients to find out why they choose the GP surgery or A&E over their pharmacist, ahead of work to encourage more “self-care”.

Dr Paul Stillman, a GP in Crawley and a member of the National Self Care Forum, said: “We have a growing older population in England. More people are living longer with complex or long-term health conditions – this is great news for everyone, but it does mean we need to take steps so that we can focus more resources on these potentially vulnerable groups of people.

“We are not saying that people should not go to see their GP or use their A&E, emergency and 999 services if they believe they are seriously ill. We need to understand how we can encourage them to help themselves for common problems.”

“51.4 million GP appointments a year in England and Wales are for minor ailments alone, if we can encourage more people to self-care for common complaints, we can re-focus resources on people who really need them.

Stephanie Varah, Chief Executive and Dr Patricia Wilkie President & Chair of the National Association for Patient Participation, are patient champions for the national Self Care Forum: “Empowering individuals to access and understand appropriate information that supports shared and informed decision making about treatment, self-care and lifestyle choices is key to helping people understand how they can better look after themselves.”

*(continued on p 7)*

The survey can be found at  
<https://www.surveymonkey.com/s/N8WQVTV>.  
The Self Care Forum website can be found at:  
[www.selfcareforum.org](http://www.selfcareforum.org)

The national press articles can be read via these links:

<http://www.telegraph.co.uk/health/healthnews/9392184/Millions-see-GP-for-stuffy-noses-and-dandruff-in-waste-of-appointments-survey.html>  
[www.independent.co.uk/life-style/health-and-families/health-news/im-worried-about-my-dandruff-and-other-gripes-gps-are-sick-of-hearing-7936430.html](http://www.independent.co.uk/life-style/health-and-families/health-news/im-worried-about-my-dandruff-and-other-gripes-gps-are-sick-of-hearing-7936430.html)

<http://www.dailymail.co.uk/news/article-2172441/Millions-visit-GPs-year-problems-minor-stuffed-nose-dandruff.html?ito=feeds-newsxml>

## An opportunity to influence CCG authorisation as Lay Assessors....

The authorisation process for CCG's is just about to begin. As part of this process the NHS Commissioning Board has committed to ensure that there is lay representation within the Authorisation Panel and is looking for Lay Assessors to participate, alongside other panellists from the NHS and Local Authority, in the authorisation site visits to CCG's.

The panels will assess the CCG's capability to deliver and follow up any points arising from the earlier stages of assessment, resulting in an assessment report of the site visit.

Key information for potential Lay Assessors:

- No formal qualifications are required just a commitment to support in the development

of the new health system, an objective approach, genuine interest in participation and ability to challenge constructively the views and assumptions of senior/board level professionals.

- Lay Assessors are not expected to be experts in any specific field but are expected to bring their own experience and independent view to the assessment.
- The role will require a commitment of approximately 3-5 days plus training and support in the role. We would also like to work with the Lay Assessors to co-produce future Lay Assessor developments, learning from their experience and ideas.
- All travel and subsistence expenses will be paid and a flat daily fee of £50 will also be awarded.

**If you are interested in this opportunity please contact:**

**[roz.davies@nhs.net](mailto:roz.davies@nhs.net) or [jane.burbidge@nhs.net](mailto:jane.burbidge@nhs.net)  
in the Patient and Public Voice Team of the  
National Health Service Commissioning Board  
Authority.**

More information can be found at:

<http://www.commissioningboard.nhs.uk/2012/07/05/shape-health-system/#comments>

## Message from the Editor

Next year's Annual Conference and AGM will be held in the South West. As soon as the venue and date are decided we will let you know. The June 2012 conference was oversubscribed and although we attempt to satisfy all applications the size of the venue dictates what we can physically achieve. If you intend attending the next conference try to get your reservation secured early so as to avoid disappointment.

The Corkhill Award (ps. 1-2) attracted 30 entrants and each one of them had interesting aspects so that the judging was not an easy task. The three judges arrived at short lists of six candidates using similar criteria and marking scheme. Ranking then produced the ultimate winner and runner up which was a unanimous decision. It is intended to put a précis of all the submissions on our website with relevant contact details. If your PPG is considering on embarking on a campaign or project it may be that contact with a specific group or groups would be beneficial. We hope to run the award next year so keep up to date with our announcements/e bulletins on the web.

If you have an issue or a problem that you would like to share with other groups then why not write to the Editor and we will publish your communication in our next edition. Ideally an email attachment would be preferred or telephone Danny Daniels on 02920 512594 for his address details.

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