About N.A.P.P.

N.A.P.P is uniquely placed as the only UK umbrella body for patient-led groups in primary care.

An independent registered charity, N.A.P.P. has over 30 years' experience and expertise in promoting, supporting and developing Patient Participation Groups (PPGs) working closely with GP's, practice teams & patients.

N.A.P.P provides support, advice and information to patients, practices, and health and care professionals to improve healthcare services, involve those who are difficult to reach and to ensure that patients are at the centre of all healthcare decisions.

N.A.P.P. also promotes and shares good practice and connects groups, practices and PPG networks across the country creating a unique community uniting the voice of patients at the grass roots of general practice.

N.A.P.P is a key national stakeholder in the health and care system providing the opportunity for member PPGs to be at the leading edge and influence the design, development and delivery of national policy imperatives and research programmes.

Find out how to join N.A.P.P., be part of our community and benefit from our support at: www.napp.org.uk

KEEP CALM AND GET INVOLVED

TOP TIPS
N.A.P.P Commissioning Champions Project

N.A.P.P. Commissioning Champions Project

The N.A.P.P. Commissioning Champions Project examined ways that PPGs can influence their local NHS services now and in the future. New health care decision making arrangements which came into effect on April 1st 2013 have been complicated and not easy for local people to understand. Since that date all planning and monitoring of NHS services has been the responsibility of new NHS bodies.

The project piloted local discussion based workshops developed and tested in partnership with PPG members with the aim of simplifying the complexities of the new NHS and helping patients better understand the processes used to plan and purchase healthcare.

By increasing their knowledge & understanding of the new systems members of PPGs became 'commissioning champions' with the ability to support and empower other PPGs in their area to get involved in commissioning processes and to build relationships with new NHS bodies.

Some common themes emerged from the pilot which have been distilled into tips and suggestions for better engagement; to help PPGs get more involved in local decision-making, build relationships with local commissioners and to use in their discussions and consultations with NHS planning bodies.

Contact details for your local decision making bodies should be available from your GP practice or local authority website, from NHS websites under Clinical Commissioning Groups (CCGs) or from http://www.napp.org.uk/commissioning.html. More background information about the new NHS system is available in the members area of the N.A.P.P. website at this same address.

- **Ask** neighbouring PPGs or your CCG if a 'PPG Network' exists and how to make contact

- **Ask** your local NHS bodies for a named contact to communicate with your PPG and/or PPG Network, and how to contact the CCG Board level patient and public engagement lay representative

- **Ask** NHS bodies how patients and ordinary people can be involved in the planning process and agreeing local priorities – including people from different backgrounds and those harder to reach, also how the views of patients and the public have been recorded and acted upon

- **Ask** NHS bodies to try not to speak or write in their "jargon" or use acronyms, for documents and information to be written in a clearer simpler manner and provided in advance to help prepare for discussions

- **Ask** for and agree a method of ongoing two way communication and for providing feedback to local NHS bodies

- **Ask** how progress towards priorities will be measured and reported back to PPGs and the wider community

- **Ask** what aspects of decision making local people can influence and the extent to which local views will be taken into account