



# Patients Matter

Charity No. 292157

N.A.P.P. Quarterly Newsletter.

Online Version - Spring 2012

## N.A.P.P. 34<sup>th</sup> Annual Conference & AGM 2012

The 2012 Annual Conference and AGM will take place on Saturday 26th May 2012 at The Macdonald Hotel, Manchester.

The Annual General Meeting will follow immediately after the main conference and is scheduled to start at 4.00pm. All our welcome to attend but only registered affiliates may vote on the various issues included on the agenda. If you wish to nominate an individual to be considered for election to the board please ensure that the motion is seconded and that the person in question is agreeable. All motions for inclusion concerning AGM business must be sent to our Hon Secretary by the 20<sup>th</sup> May 2012 at the latest.

Unfortunately the main Conference is almost fully booked but you are welcome to register your interest in case of cancellations.

This year's conference title and allied theme is "**Empowering Patients Supporting Practices**"

*Partnership for Quality in General Practice  
Improving practice performance and patient experience*

The Keynote presentation this year will be given by Niall Dickson, Chief Executive and Registrar of the General Medical Council: His address will reflect the day's theme and is titled:- '**Striking a new deal with patients in support of quality care and service.**'

### Workshops on the day as follows

#### **A - PPG Commissioning Champions: 'Biting the Bullet'**

Facilitators: Maggie Matthews, Chair Staffordshire Moorlands PPG Network and Geoff Wood Central & Eastern Cheshire PCT (tbc)

#### **B – PPGs and the Care Quality Commission (CQC): Working Together**

Facilitators: Clare Delap, CQC Involvement Team Leader and Vickie Wilkes, CQC GP Registration Lead

#### **C - Empowering patients: Harnessing the potential of PPGs to support self care for minor ailments**

Facilitators: Cathy Stuart Assistant Director – Communications, NHS North West, Stephanie Varah N.A.P.P Chief Executive and PPG representatives.

#### **D - Striking a new deal with patients: Building partnerships for the future**

Facilitators: Geraldine Taggart-Jeewa, Business Director, North Meols Medical Centre, Southport, Joint Honorary Secretary Family Doctor Association and Practice Management Network Steering Group with Roger Till, Lawson Practice PPG, Hackney

A full evaluation and report of the conference will be available online as soon as possible after the event and a synopsis will be carried in our Summer Newsletter.

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## **Commissioning Champions Project**

### **PPGs at the forefront**

The emergence of Clinical Commissioning Groups (CCGs) and the emphasis on meaningful patient engagement with individuals and the wider community, means that PPGs are ideally placed to help inform the new commissioning arrangements.

With this in mind, NAPP has secured Department of Health funding and mentoring for a pilot project, developing a nationally training framework for lay 'Commissioning Champions'.

Over the next year or so, our pilot 'champions' will receive on-site, e-learning and peer-to-peer networking opportunities to help build their range of knowledge and skills in this brave new world. There is much information out there and we aim to identify what is the most valuable at this, almost pioneering stage so that we develop a clear, nationally consistent approach guided by local knowledge and the skills and experience of our PPGs and individual members.

We have identified some pilot sites and gathered a steering group of local champions and will be beginning the programme with them by late spring. It has been important that they have told us what they feel are priorities, that the training needs have been identified by our members. It may be that as we progress, it might be possible for other 'champions' to take part and if any group feels this would be of interest, please get in touch.

Once the project has been completed, one of the aims is that the training will be a foundation for on-going development of PPGs in the commissioning environment, empowering and supporting patients.

The draft training framework shared for feedback at the NAPP conference on 26 May.

If anyone has any queries, or would like to know more, please contact Stephanie Varah [Stephanie@varah.plus.com](mailto:Stephanie@varah.plus.com)

## Insurance FAQs: Is your PPG covered?

As N.A.P.P.'s treasurer, I have always received a trickle of queries for PPGs and practice managers about financial matters, including insurance. Reflecting the increase in the 'compensation culture', the trickle has become a flood of cries for advice, particularly on the issue of Public Liability Insurance (PLI). N.A.P.P.'s own Professional Indemnity policy prevents us from offering direct financial or legal advice, but we can direct you to national and local organisations which can provide advice, support and useful resources to voluntary groups and can pass on the experience of other PPGs.

Many PPGs will not need separate cover, but here is a summary of common issues.

### **But first, a cautionary tale of one PPG's experience.....**

Some years ago, a PPG organised its first public event, a 'Health and Fun Day' held in a larger community hall administered by a Chapel with no fee required. The group considered whether or not to take out public liability insurance and decided that it was in their interest to do so, at a cost insurance cost £50 for the day which gave them £500,000 cover. But the first £200 of any claim was the PPG's responsibility.

175 members of the community attended. Evaluation from participating organisations and attendees were unanimous that the day had been a great success. However, two weeks later, the Chapel management committee informed the PPG that they had

received from a member of the public attending the event a claim for just over £400 for damage to a vehicle in the venue's car park. Eventually it was agreed that the Chapel and the PPG would pay the claim on a 50/50 basis.

If anything was learnt from the experience it was that when you are entering into possible litigious territory ensure that you are covered.

### **Your questions**

#### **1. Why doesn't N.A.P.P. have a block policy for all its members?**

Organisations such as the Scouts association can provide this, because each Scout troop is effectively a branch of one single body, all adhering to the same set of rules. As an umbrella body, N.A.P.P. has members with varied aims who engage in a diverse range of activities, with different constitutions. After investigating the issue on several occasions, we approached a number of companies in late 2011 and considered offering this as an optional extra to the affiliation fee. Once again, none of the companies and brokers has offered a solution to accommodate these variations, without N.A.P.P. incurring a significant increase in administration which is well beyond our capacity. Can we access reduced rates from any other organisation?

#### **2. Can we access reduced rates from another body?**

Local Councils for Voluntary Service (CVS) or Volunteer Bureaux may have information and either offer this service or direct you to a county-wide Community Action body which has negotiated a policy in your area.

### **3. Does our PPG really need insurance cover?**

It depends on what the does Members of PPGs who simply hold regular meetings or events within the practice premises may be covered by the practice's own Public Liability policy, which normally includes anyone legitimately in the building. Ask the practice manager.

### **4. Health promotion events or public meetings?**

Public Liability insurance indemnifies a PPG against compensation claims for injury, loss or damage claimed by third parties, including volunteers. This may be required if the PPG holds events or meetings in NHS premises or in other premises. It is essential to establish whether or not and take appropriate action to protect them from such claims.

### **5. Do we need cover for volunteers?**

Organisations using volunteers to undertake tasks wither within the medical centre or elsewhere are advised to regard volunteers as unpaid employees. It is compulsory for the practice to have Employers Liability Insurance to ensure that employees are compensated for personal injury or damage arising from their employment. Again, consult the practice manager to check that patient volunteers are covered while in the volunteering role.

### **6. What are the insurance implications or volunteer drivers ferrying patient to the health centre and to hospitals?**

A comprehensive summary of all the issues involved is on the website of the Association of British Insurers (see below). The volunteer's own car insurance policy may or may not provide for loss of bonus or

excess for volunteers using their own vehicles. It is essential to establish that drivers are insured either by extension to their own policy or a by PPG policy.

### **7. Where else can I get advice about insurance issues?**

- The Association of British Insurers (ABI)  
Tel: 02076 003333

[http://www.abi.org.uk/Information/Consumers/General/Volunteer\\_Driving.aspx](http://www.abi.org.uk/Information/Consumers/General/Volunteer_Driving.aspx)

- Local Council for Voluntary Service / Volunteer Bureau.

### **8. Do other insurance companies or brokers offer PPGs competitive rates?**

The list below shows organisations where further guidance can be found and also some brokers recommended by these bodies. It does pay to shop around and to look for policies specifically tailored for not-for-profit voluntary sector. Please let us know if you have found competitive rates elsewhere.

***Disclaimer: N.A.P.P does not endorse any of the brokers listed***

- CaSE Insurance (Charity and Social Enterprise Insurance Management LLP)  
Tel: 0845 225 2288  
[www.caseinsurance.co.uk](http://www.caseinsurance.co.uk)

Recommended by the National Council for Voluntary Organisations (NCVO)

- Keegan and Pennykid (Insurance Brokers) Ltd  
Tel: 0131 225 6005  
[www.keegan-pennykid.com/charities/](http://www.keegan-pennykid.com/charities/)

Also NCVO recommended

- AON Insurance (Charity Division)  
Tel: 08450 701289  
<http://www.rewritinginsurance.aon.co.uk/charities.aspx>

A Surrey PPG reduced the annual premium by £268 by switching to AON from another provider. In Hampshire, a PPG obtained PL insurance which also covers volunteer drivers, also gained a significant reduction on the previous policy

## General Practice Awards 2011

*Unfortunately we were not alerted in sufficient time to include these successes from two of our affiliated PPGs' Practices in order to include them in the last issue. The two Practices were Garswood Surgery in Lancashire and Tudor Lodge in Somerset. The event was managed by*

*Management in Practice (MiP) .*



### **Garswood Surgery**

The photograph shows Dr Phil Hammond the Ceremony host for the event with the Practice Manager Mrs Sharon Greenwood and the Practice Nurse Mrs Tracey Peet.

Garswood Surgery took 1st place in the 'Practice Administration Team of the Year' category of the national General Practitioner Awards, 2011. A trophy and cheque for £250 were presented to the Practice Manager, Mrs Sharon Greenwood and the Practice Nurse, Mrs Tracey Peet at a glittering award ceremony held at the London Lancaster Hotel on 16th November 2011. The practice was also a finalist in the 'General Practice of the Year' and 'Practice Innovators of the Year' categories.

The award was given in recognition of our innovative patient recalls management system which facilitates Chronic Disease and Cytology management for the practice's patients. The scheme was created through a collaborative effort involving the whole practice team and a twelve month pilot allowed us to evaluate the system, investigate system failures and resolve issues. The resulting scheme has evolved into what is now regarded as a highly trusted and very robust tool.

We believe our success is based on the development of a system which offers best practice with measurable outcomes and assures quality patient care in line with the Government's 'Quality Innovation Prevention and Productivity' (QIPP) agenda.

Since it was initially founded from a zero patient list in May 2004, the practice now has 4000 patients and continues to recruit patients from the area at a steady rate. The doctors and staff are delighted to have national recognition of our efforts to provide a safe and quality service.

### **Tudor Lodge Surgery**

The photograph features the Practice Manager Mrs Valerie Denton with Dr Phil Hammond.



*(continued on page 6)*

Valerie Denton said she was "gobsmacked" to be a triple winner at the inaugural General Practice Awards 2011 this week, including being named 'Practice Manager of the Year', an award sponsored by Williams Medical Supplies.

Denton (pictured, with ceremony host Dr Phil Hammond) runs Tudor Lodge Surgery in Weston Super Mare, a joint winner of the 'General Practice of the Year' Award, sponsored by RPM Solutions, alongside the recently opened Wilson Health Centre in Surrey, after judges announced the standard of both practices was so high they could not pick a single winner.

Denton also then received a £2,500 bursary from consultants BMI Healthcare to spend on her practice's service development

She told *MiP* she was "absolutely stunned" to win the first two major awards, "but then to win the bursary I just can't get over it, I really can't. I'm still in shock," she said.

The Tudor Lodge Surgery has focused on reducing hospital outpatient follow-ups and preventing readmission to hospital by close monitoring of patients and a daily review of secondary care referrals

The practice policy means Denton personally manages the telephone list of the surgery's most vulnerable patients and operates an 'open-door' policy.

"I like the patient contact," said Denton. "I'm hands-on. I can't be just up in my room doing the business side of things. I have to know the patients."

An audit of outpatient referrals by the practice's PCT, NHS North Somerset, showed that the innovation had led to savings of £83 per follow-up – equating to £20,000 per year

More than 450 healthcare professionals attended the General Practice Awards 2011

awards ceremony at the Lancaster London hotel on 16 November. The awards were organised by Campden Media, which publishes *Management in Practice*, *GP Business* and *Nursing in Practice*.

"The night was fabulous," said Denton. "To me it was just like the Oscars. It was lovely and we met so many interesting people." The practice had recently felt under pressure as a result of finding itself short-staffed, she said, but had been given a "huge lift" by the experience.

"These awards have just completely reinvigorated us," said Denton. "It's reminded us why we work so hard and why we work the long hours we do."

She added: "News has gone round the practice already and all the patients are coming in and congratulating us. It's brilliant."

## Keeping PPGs and Patient Voices at the Leading Edge of Healthcare

N.A.P.P is committed to ensuring access to and providing the most appropriate up to date information, resources, support and opportunities that can empower patients and deliver high quality responsive primary care – these principles lie at the heart of our work.

N.A.P.P receives no core government funding so to ensure that we stay at the leading edge of health service developments and national policy and to enhance the services and opportunities we offer to all affiliates we are working with a number of high quality specialist organisations who have joined us as corporate members.

All corporate members sign the N.A.P.P Code of Practice which stipulates the partnership arrangements by which membership is governed, ensures transparency within member relationships and safeguards N.A.P.P and its members' independence - N.A.P.P is not however directly recommending any services or products offered by particular organisations.

We are currently updating the N.A.P.P website and further details about our corporate members will be available at [www.napp.org.uk/affiliation/corporate-members](http://www.napp.org.uk/affiliation/corporate-members).

## Patient-led partnership with Appello Telehealth:



One of our first corporate members is **Appello** who are Telehealth (remote care) providers. Telehealth uses remote monitoring devices in people's homes to measure biometric signs such as blood pressure, pulse, temperature or blood oxygen levels. Patients send their measurements electronically to a monitoring service. This triggers reactions at given levels, for example a telephone call or home visit from a nurse.

Telehealth has huge potential benefits for patients by supporting them to have more control over decisions made about their care and helping them to live a normal life particularly for individuals with a long term health conditions such as Diabetes, Asthma, Coronary Heart Disease (CHD) and Chronic Obstructive Pulmonary Disease (COPD).

Recent findings from a Department of Health trial of telehealth demonstrated "at least three million people with long term conditions and/or social care needs could benefit from using telehealth and telecare." In light of this the government has now launched the '3millionlives campaign' in partnership with the telehealth industry, the NHS, social care and professional organisations to achieve this outcome.

N.A.P.P fully supports the use of telehealth and recognizes the great potential that it has to empower patients giving them more ability to better understand and manage their own care. Telehealth can also help general practice to strike a new relationship with patients in which they become active participants in the care and services they receive.

N.A.P.P believes that the PPG movement has the potential as a mechanism to make patients more aware of the benefits of telehealth, and, importantly, to influence the design and development of telehealth into becoming a highly patient-focused service. So to lead the way, we have recently joined with Appello, the British Lung Foundation and others to form a new national Telehealth Forum that will develop patient-led information and educational materials to raise awareness and understanding of telehealth.

## CQC Registration of GPs. Opportunities for PPGs to find out more

From 1 April 2013, providers of NHS general practice and other primary medical services (including walk-in centres and GP-led healthcare centres) are required by law to be registered with the Care Quality Commission. (continued on page 8)

This is a requirement of The Health and Social Care Act 2008 which introduced a single registration system that applies to health and adult social care services. For more information see the CQC website [www.cqc.org.uk/primarymedicalservices](http://www.cqc.org.uk/primarymedicalservices).

By registering, providers are giving assurance to their patients that they are meeting the CQC essential standards of quality and safety. Registration will also provide a way to address poorly-performing practices. CQC has a range of legal powers to make sure providers meet the standards including fines and public warnings. When necessary, CQC can also use criminal or civil law, including prosecution, suspension or, in the most serious cases, cancellation of a provider's registration.

CQC is keen to work with N.A.P.P to ensure that PPGs understand the process so we are running a national workshop in the late spring for PPG representatives to get more information and find out about possibly participating in some CQC registration pilots. This workshop has been so popular we are running a workshop at the Annual conference.

## **National Patient Champions for Self Care: a high profile opportunity for PPGs:**

N.A.P.P continues to support the Self Care Forum campaign as patient champion throughout 2012 by harnessing a 'bottom up' patient-led approach through PPGs.

We are now developing an awareness-raising resource and guidance for PPGs on self care that helps groups to understand the aims and objectives of the campaign and the potential benefits to GP practices of patients being more empowered to better look after The guidance

will help PPGs to understand how they can support practices in communicating self care messages to patients.

We are looking for PPGs that are interested in working with us on this exciting high profile project working closely with the Care Minister Paul Burstow. Get in touch with us if you want to participate in some short workshops local to you. Out of pocket expenses will be paid and lunch provided. Contact Stephanie as soon as possible at [stephanie@varah.plus.com](mailto:stephanie@varah.plus.com).

More information on the Self Care Campaign at: [www.selfcareforum.org](http://www.selfcareforum.org)

## **N.A.P.P. website makeover**

We are in the process of updating and refreshing the N.A.P.P website. You will start to see more information appearing over time, a new look and new resources added to the Members area as they are developed. We have been holding our breath a little waiting for the Health and Social Care Bill to make progress as we don't want to produce materials that may have to be changed again straight away!

We are also diving into the world of social media and will soon have a Facebook presence and be launching a Twitter group...all very exciting. We will circulate some tips on engaging through these media when we are ready to go. We would really value your input into shaping our new look site and presence in cyberspace so please get in touch. Contact Stephanie to share your ideas: [stephanie@varah.plus.com](mailto:stephanie@varah.plus.com)



## A Message from the Editor

This year's Conference programme is looking exciting and we also have a couple of additional features.

1. **Speakers' Corner:** (Soap box)  
Opportunity for ten individual delegates to have two minutes each to raise a subject 'close to their hearts' and of relevance to the conference audience, followed by one minute of short questions from the floor. Soapbox form will be provided in conference pack.
2. **The Joe Corkill Award**  
Joe held about every office available within N.A.P.P. during his long tenure as a Trustee. He retired 6 years ago owing to ill health but he will be in attendance at this year's event. In order to present the successful PPG with this award

Please keep your articles and photographs coming. Ideally get in touch with me by email at [danny.daniels@napp.org.uk](mailto:danny.daniels@napp.org.uk) or by post to Danny Daniels, 21 Croffta, Dinas-Powys, Vale of Glamorgan, CF64 4UN

Thank you

*The views expressed in this newsletter do not necessarily represent the views of N.A.P.P. N.A.P.P. accepts no liability for any inaccuracies or omissions in this newsletter.*

*Content of the newsletter is for general information. Readers should consult appropriate health professionals on any matter relating to their health and well-being.*

## Two new Trustees join the Board

In the last issue of the Newsletter we announced the inclusion of Maggie Mathews as a new Trustee and we are delighted to inform our affiliates that John England has also been co-opted. Both Maggie and John will have their positions ratified as Trustees at the forthcoming AGM in May. Below are their respective brief biographies

### Margaret Matthews



Maggie worked in Industry as a PA. After teacher training, she taught for 13 years before joining the Advisory Service in Worcestershire, giving curriculum advice and training teachers. Whilst an Adviser, Maggie was National President of the National Association of Advisers and Inspectors of Business and Economics Education (NAAIBEE), Professional body of Advisers and Inspectors for Business and Economics Education. After retirement, as a Consultant, Maggie gave Curriculum advice/Training to schools in North Staffordshire. A member of Soroptimist International Maggie was President for two years in Staffordshire Moorlands working to promote the health and wellbeing of women and children globally. Maggie was Chair of a PPG for five years and currently is Chair of a Patient Forum.

**John England, BSc, CQSW,**



Qualified as a social worker, John's professional life has been spent working in local government social services, latterly as a Deputy Director of Adult Social Services. In this capacity his work involved partnership working with the health services, including a focus on public health, public and patient involvement, and developing the health and well-being strategy for the city. Since retirement

John has worked on a sessional basis with a Clinical Commissioning Group developing their patient and public involvement strategy, and acting as the patient representative on the shadow board. He is involved with a number of local voluntary organisations as a trustee or director. John lives in Leeds and still finds time for walking, gardening and maintaining an allotment.

## Board Members contact details

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