



# E-Bulletin from National Association for Patient Participation Issue Number 95: April 2015

## 1. Latest N.A.P.P. News

**a. N.A.P.P. Annual Conference 'Really Putting Patients First: Practices and Patients Working Together'** Saturday 6<sup>th</sup> June 2015, 10 am to 4pm at the Woodland Grange Hotel and Conference Centre, Leamington Spa

Registration form and draft programme and are [here](#) on the N.A.P.P. website.

**Don't miss the "Early bird" discount and priority booking deadline of April 25th**

The event is usually over-subscribed, so book a provisional place as soon as possible.

**b. PPG Awareness Week 2015: June 1<sup>st</sup> – 6<sup>th</sup>**

The updated Resource Pack is on our website [here](#). This is an opportunity to let your patients know about their PPG, to recruit new members, run health promotion or self care events and publicise PPGs in the wider community. Further suggestions or innovative ideas which worked well for your PPG last year can be incorporated in the Resource pack, please email them to [admin@napp.org.uk](mailto:admin@napp.org.uk)

**c. Corkill Award 2015: PPG of the Year:** Thanks to all who have entered.

## 2. Self Care Forum Fact Sheets and resources

N.A.P.P. has been a member of the Self Care Forum since its inception in 2011. Patients taking more responsibility for their health care and the management of their conditions are cornerstones in N.A.P.P.'s aims. On the [Forum's website](#) there are resources, posters and 14 fact sheets about minor ailments, links to the NHS Symptom Checker, all of which could be very useful in supporting in health promotion activities during PPG Awareness Week

## 3. General Medical Services Contract changes 2015-16

Changes to the GP General Medical Services (GMS) contract take effect from this month. Details in the [GMS Contract Guidance](#) include core contractual requirements and enhanced services and associated audit requirements. Two issues of particular interest affect PPGs are

**a. Patient participation** pages 23-27 and appendices A to C (pages 79-100). There are 'no prescriptive requirements on how to run a patient participation group, and all reporting requirements have been removed. Practices will only be required to confirm through the e-declaration that they have fulfilled the requirements.'

**b. Patient Online** Pages 28 – 31

**c. Friends and Family test** page 32

## 3. CQC report: Celebrating good care, championing outstanding care

A collection of ten short [case studies](#) illustrates some qualities shown by care providers that are rated good or outstanding in terms of the five key questions addressed during inspections - **Is the service, safe, effective, caring, responsive and well-led.** It shares the views of some people responsible for care quality and what they do to drive improvement. *Congratulations to Dr PJP Holden & Partners in Matlock, Derbyshire, a practice which is affiliated to N.A.P.P., one of only two GP practices in the report. It was rated as Outstanding in terms of effectiveness with "excellent performance tracking and leadership"*

## 4. NHS Citizen: Paving the way for citizens to have their say

NHS England's head of public voice, Olivia Butterworth, has introduced the design of a new [NHS Citizen website](#).

## 5. The future of general practice 2015

Key findings from an [opinion poll](#) of over 15,000 GPs **suggest that** almost all GPs feel that their heavy workload is having a negative impact on the quality of patient services and many GP practices doubted they had the ability to provide seven day opening.

## 6. Help for Dementia Peer Support Groups- new resource tool

We are aware that many PPGs have formed their own Dementia Support Groups. The Health Innovation Network in partnership with The Alzheimer's Society, and Innovations in Dementia, Age UK and Mental Health Foundation, has launched a [Dementia peer support resource tool](#). It has been developed for the statutory, community and **voluntary sectors** which work with people with dementia. It brings together in one place evidenced based resources to help community groups and funders set up and run peer support groups, as well as guidance on how to make older people groups more dementia friendly. It includes films, case studies, policy and research related to the benefits of peer support, as well as resources on funding, staff training and evaluation of groups.

## 7. Pre-payment Prescription Certificates: Check the expiry date!

In the February e-bulletin, we highlighted the need for patients to be vigilant about the expiry dates of Medical Exemption Certificates. We have now been alerted by the Chair of the Queens Avenue Surgery PPG in North London to the existence of the Pre-payment Prescription Certificates (PPCs), which provide significant financial savings for those who require more than 12 prescribed prescriptions medications per year. Again, **it is the responsibility of a patient to check that it has not expired** to avoid incurring a £100 fine plus the cost of the prescription if treatment has been dispensed on the assumption that a valid certificate is in place. There is no a reminder system. Details [here](#)

## 8. Engaging with children and young people through NHS 'digital badges'

Working with children and young people, NHS England has developed 12 digital badges for 5 to 16 year olds – grouped into NHS Explorer, NHS Reporter, NHS Inspector and NHS Citizen. The [badges](#), on a safe Makewaves website, are a fun way for children and young people to find out more about healthcare, share their views, get involved in their own health and gain recognition for their achievements. Schools, health, or youth organisations can join for free. Could be a way for PPGs to involve children and young people.

## 9. Personal budgets in mental health: Key points on implementation

According to the NHS Mandate, people with long-term conditions who could benefit should have the option of a personal health budget from April 2015 which can improve quality of life, reduce the use of patient care and are cost-effective [More ....](#)

## 10. Get your N.A.P.P. member password now!

The Members' pages of the N.A.P.P. website contain **key resources available only to affiliated PPGs and CCGs**. For your PPG's unique login details for use by all the members of your PPG, (but not to be divulged to others), **visit the website, click on Members and use the screen instructions**. The response will come from [server@serifwebresources.com](mailto:server@serifwebresources.com) We recommend each PPG have a group email address to be the username for the login.

## 11. Reminders

**Please email this bulletin to fellow members promptly. We do not send hard copies of e-bulletins. All bulletins are at <http://www.napp.org.uk/ebulletins.html>**

*Edith Todd,*

*Trustee,*

*April 2015*