



## E-Bulletin from National Association for Patient Participation Issue Number 98: July - August 2015

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

#### a. Dr Patricia Wilkie inspirational President and Chair of N.A.P.P. named in the Health Service Journal's top 50 patient leaders

"Has the patient voice running through her work like a stick of Blackpool rock," said one of those who nominated Patricia. As chair of the Patients Association from 1993 to 1995, Patricia led the campaign to end mixed sex wards. She is a "challenging, compassionate and quietly determined patient champion" whose background as a social scientist informs her approach. The judges commented that: "Patricia is a patient with her own problems, but has been very prepared to take some quite controversial lines in patients' interest. We need people like that." The trustees are extremely proud of Patricia and fortunate to have such an experienced and determined leader.

**b. New Trustee.** The Board welcomes Moira Auchterlonie who was elected at the AGM in June. With over 15 years' primary care experience, degrees in law, leadership and economics, Moira brings a wide knowledge of general practice. She set up the Small Practices Association office, is now CEO of the Family Doctor Association

**c. Diary date: Self Care Week (16 – 22 November 2015)** [www.selfcareforum.org](http://www.selfcareforum.org)

### 2. Wanted! Patient and public voice representatives for Patient Safety Groups

The NHS England Patient Safety Team is recruiting patient and public voice (PPV) representatives to the Patient Safety Expert Groups and Patient Safety Steering Group. The groups have been established to work with partner organisations on national patient safety issues. There are currently vacancies **on the Steering Group and on Patient Safety Expert Groups for Children and Young People, Medical, Mental Health and Women's Health.** Information and application forms are [here](#) or contact Paola Brolis [p.brolis@nhs.net](mailto:p.brolis@nhs.net) or phone 07500991250. **Closing date for applications is Friday 11th September 2015.**

### 3. NHS England Pilot: Special Offer Free Online Courses available for volunteers who support improvements to Health and Social Care!!!

A Department of Health funded partnership "Engage for Change" offers [free online courses](#) involving about 30 hours of study completed over 12 weeks. Courses 1 and 2 also have a face to face assessment day in London at the end of the course.

You can **choose only ONE of three courses**

1. "Understanding the Health and Social Care Environment" (UHSCE)
2. "Facilitation and Engagement in the Health and Social Care Environment" FEHSCE
3. "Using Data in the Health and Social Care Environment" (UDHSCE)

Participation in all courses [for this pilot](#) also necessitates all participants attending a full day evaluation session in London on Tuesday 15<sup>th</sup> December 2015. Travel and accommodation costs for the face to face days and the evaluation day will be covered by the organisers.

- Deadline for applications: **Friday 4<sup>th</sup> September 2015.**
- Start Date for all courses: **Tuesday 15<sup>th</sup> September 2015**

There is **no charge**, but a £50 deposit cheque is required from each learner to secure their place on the course. This will only be banked in case of non-completion of the course, otherwise, it will be returned on completion. If this prohibits you from taking part, please contact Alice Williams. t: 07500124113 e: [Alice.williams2@nhs.net](mailto:Alice.williams2@nhs.net).

Please read the conditions very carefully and choose the course appropriate to you. This pilot will assess the usefulness for those involved in supporting participation in healthcare.

The fact that the information is on the Enfield Healthwatch website is irrelevant.

#### 4. Community Grants

NHS England has launched a new community grant, making a number of small grants of up to £1000 to not for profit organisations which showcase good practice around patient and citizen participation in healthcare and can tell the story of their patient and citizen engagement work in creative and interesting ways, including videos, photo or audio books, leaflets and posters, graphics or other formats. Grant application guidelines and the application form are available [here](#) **Closing date is 12 noon on 28<sup>th</sup> September 2015.**

#### 5. NHS Constitution updated

The latest version and the accompanying Handbook to the NHS Constitution are available [here](#) , updated to reflect current policy and legislation and to make the constitution a more practical document.

#### 6. Outstanding GP Practices: New CQC Online Toolkit

The Care Quality Commission has published a collection of examples of outstanding practices that their inspectors have found in GP surgeries across England. The [tool](#) intends to provide real-world, illustrative examples of high quality general practice that other providers can refer to, including PPG involvement in more than one example.

#### 7. Progress report on new approach to End of Life Care

The Department of Health has published a progress report on the new approach to care in the last days and hours of life. The **One Year On Report** is an [update](#) which provides an overview of progress on commitments made in the 2014 [One Chance to Get it Right](#): the system-wide response to the Independent Review of the Liverpool Care Pathway The Executive Summary on pages 8 to 9.

#### 8. Making the Friends and Family Test more inclusive

Updated [guidance](#) has been published to help make the NHS's biggest patient feedback tool, more inclusive. New guidance includes documents for GP practices and covers services provided to children and young people – with special provisions for looked after children – as well as patients with learning disabilities, dementia, language and literacy issues or patients who are deaf or deafblind. It recognises concerns about

- distress/upset caused to some of those patients due to the way in which the standard FFT question can be interpreted;
- burden on NHS staff in spending time explaining the standard question to these patients
- variation in supplementary information given within and across organisations as providers tried to adapt the standard question to meet the needs of their patients.

#### 9. Clinical pharmacists in GP surgeries

A three year £15m scheme [initiative](#) will fund pharmacists to be employed directly by general practices to give patients the additional support of an expert pharmacist in their GP surgery. Patients can expect extra help to manage long-term conditions, specific advice for those with multiple medications and better access to health checks. This may ease GP workload and improve communication between general practice, hospitals and community pharmacists. The scheme aims to build on the success of GP practices already employing pharmacists.

#### 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**. To get your PPG's login details, **visit the website, click on Members and use the screen instructions**. We recommend each PPG to 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, August 2015*