



## E-Bulletin from National Association for Patient Participation Issue Number 80: December 2013

**Season's Greetings to all PPG members  
Wishing you all a Peaceful Christmas  
and Happy New Year**

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

#### a. 7<sup>th</sup> June 2014: Conference at Weetwood Hall Conference Centre, Leeds

Keynote speaker will be Dr Maureen Baker CBE, Chair of Council of the Royal College of General Practitioners. The event provides an opportunity for patients and staff from PPGs, practices and CCGs, and others involved in engaging with patients to network, share ideas, information and experience and to learn from each other. More detailed information will be provided when available on the website [www.napp.org.uk](http://www.napp.org.uk) and in the e-bulletin

b. 2-7<sup>th</sup> June: **PPG Awareness Week**: Improved resource pack available soon.

### 2. NHS England launches participation award

The [NHS England Excellence in Participation Awards 2013/14](#) is a series of new national excellence awards, announced on 10<sup>th</sup> December. Patients, service users, carers, volunteers, members of the public and staff of health and care organisations can nominate their achievements and contributions of people and organisations, who are transforming people's lives, improving health and care services and putting patients, service users, carers and communities at the heart of healthcare. To enter, fill in the form provided on the [Excellence in Participation Awards web pages](#). All applications must be received by 9am on Monday 20 January.

### 3. NHS Choices – the future: a consultation

NHS Choices ([www.nhs.uk](http://www.nhs.uk)) is currently the leading health and social care web-based information service in England. Funding for this runs out next year, The Health and Social Care Information Centre (HSCIC) has been commissioned to develop a new business case to secure long-term investment in NHS Choices digital services to allow it to become the consolidated 'Online Channel' for health and care web services and content.

N.A.P.P. has been asked by the business case team to inform members who may want to be involved in helping to test propositions for how the Online Channel should be delivered and requirements for the service – by looking at what currently works well on NHS Choices and areas which could be improved – both in the short-term and longer term as well as discussing new functionalities and priorities moving forwards. For more information and detail about future events, contact Charlotte Wood, Project Manager at [charlotte.wood@hscic.gov.uk](mailto:charlotte.wood@hscic.gov.uk)

### 4. 'Beating the Effects of Winter Pressures': Poster and Briefing paper

The BMA is highlighting NHS pressures during winter months and the need for a long-term, integrated approach to avoid putting the NHS under exceptional strain this winter. Download [the press release, briefing paper and a poster](#) for the UK's 9,906 GP practices to advise patients how to take care of themselves when appropriate and empower them to choose the right option right option for them, such as treating their symptoms or seeking the advice of a local pharmacist who can help treat colds and flu.



## 5. News from Wales: Survey of GPs on effects of QOF

Welsh GPs believe the QOF needs rebalancing to prevent it intruding into clinical consultations, a BMA Welsh Committee [survey](#) suggests. More than four out of five (83%) of 239 responses felt that the QOF made up too high a proportion of GPs' income. Other results showed 89% felt that QOF targets had overtaken clinical care in the day-to-day management of patients and 52% felt health boards did not commission sensible locally enhanced services.



## 6. News from Scotland: SIGN guidelines and patient information

The Scottish Intercollegiate Guidelines Network (SIGN) develops evidence-based national clinical practice guidelines for NHS Scotland and write guidelines to:

- help NHS staff and patients understand medical evidence and use it to make decisions about healthcare
- make sure patients get the best care available, no matter where they live
- improve healthcare across Scotland

Patients, carers and members of the public play an important role. [Patient booklets](#), which explain the recommendations in the clinical guidelines, help to make patients aware of the tests and treatments they should expect to receive. Download the Winter 2013 patient newsletter [here](#).

## 7. CQC Inspections of GP practices and out of hours services: update

On December 12<sup>th</sup>, Professor Steve Field, Chief Inspector of General Practice, set out his new approach of inspecting and regulating all GPs and out-of-hours services from April 2014. Read the more detailed guidance and watch the video [here](#). Among ten key changes are

- **more systematic use of people's views and experiences**, suggestions and complaints.
- **more expert inspection teams** including trained inspectors,
- **tougher action** on unacceptable care, including closing down unsafe practices.
- **ratings of all practices** to help drive improvement and support people's choice of surgery.
- **clear standards and guidance** underpinned by five key questions: are they **safe, effective, caring, responsive and well-led?**

## 8. National General Practice Profiles updated

Public Health England's national general practice [profiles](#) have been updated to include the latest QOF\*\* data released at the end of October 2013. Other data sources include the GP patient survey and the attribution dataset of GP registered populations. The profiles draw together a wide range of information to give an overview of the health needs and priorities for each GP practice in England

\*\* Introduced in 2004 as part of the General Medical Services Contract, QOF is a voluntary incentive scheme for GP practices in the UK, rewarding them for how well they care for patients. The QOF contains groups of indicators, against which practices score points according to the level of achievement. The QOF gives an indication of the overall achievement of a practice through a points system. Practices aim to deliver high quality care across a range of areas, for which they score points. The higher the score, the higher the financial reward for the practice. The final payment is adjusted to take account of the list size and composition in terms of population, disease prevalence, admission rates and patient satisfaction.

## 9. Reminders:

Please forward this bulletin to fellow members as promptly as possible. We do not send hard copies of e-bulletins. This and all previous-bulletins are on our website at <http://www.napp.org.uk/ebulletins.html>

N.A.P.P.'s 'Patient Matters' Newsletters are at <http://www.napp.org.uk/newsletter.html>

*Stephanie Varah, Chief Executive*