



Registered Charity No. 292157

## E-Bulletin from National Association for Patient Participation Issue Number 79: November 2013

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

#### a. N.A.P.P support for 'Put Patients First Back General Practice' campaign

The Royal College of General Practitioners (RCGP) and the National Association for Patient Participation (N.A.P.P.) have launched a 'Put patients first: Back general practice' campaign to improve patient care by increasing funding for general practice from 8.4% to 11% of the UK NHS budget by 2017. [Click to read the Campaign brief](#) **This campaign is supported by all the GP Royal Colleges in England, Scotland, Wales and Northern Ireland.**

There is a growing crisis in General Practice, which remains the first point of contact with the health service for most of the public. Increased workloads to provide the care needed by a growing population, declining resources and an overstretched workforce place a huge strain on services. Bad news for patients, who face longer waits for appointments to see GPs and a lower level of care than GPs want to provide. Much non-urgent care is being provided at great expense in hospitals, when most people want to be looked after in their local community.

**b. PPG Awareness Week: June 2<sup>nd</sup> – 7<sup>th</sup>** We want to build on the experience of last year's successful launch to provide an improved and refreshed the Resource Pack early in the New Year. Please let us know if you have any ideas which could be incorporated. If any PPGs have members with media experience or contacts, please get in touch. We do want much more national coverage to add to your local activities.

#### c. The 2014 Annual Conference will be held in Leeds on 7<sup>th</sup> June 2014

**d. CQC inspections of GP practices:** Based on reports from practice managers following visits from CQC, there is growing evidence inspectors take a close interest in practices' relationship with patient group. Some have been congratulated on this, but at least one practice has been given a warning to stop ignoring concerns raised by its PPG and others asked to engage more effectively, to consult the PPG and to demonstrate responsiveness.

### 2. 084 numbers for patients' appointments or advice: a breach of GP contract

In recent years, many PPGs have contacted N.A.P.P. about this issue. At last, we have a clear statement from NHS England that **GPs who use these numbers are in breach of contract**. On 4<sup>th</sup> November the national office of NHS England wrote to all 27 Area Teams asking them to contact all relevant GP practices to remind them that they will be in breach of contract if they do not take all reasonable steps to stop patients being forced to call expensive 084 telephone numbers appointments and advice.

In April 2010, rules came into force to ensure that patients' calls to surgeries should cost no more than a geographic-rate telephone call of the same duration. GPs were told not to should enter into telephone contracts where patients would have to pay premium rates. The Department of Health had warned GPs about this in 2009 and gave them time to 'take all reasonable steps to end or change any existing contracts that didn't comply with the rules'. Some practices ignored this guidance and entered into new long-term agreements. Earlier this year, an audit showed that **around 8% of practices still use 084 numbers**. [Read more.....](#)

### 3. Summary on the changes to the GP contract for 2014/15

Major changes to the GP contract from next April include cuts to QOF\*\* payments, new incentives for reducing emergency admissions, named GPs for the over 75s and removal of practice boundaries. Read a short [summary](#) . \*\*If you don't know what QOF stands for, look at the [Jargon Buster](#) on the N.A.P.P. website and then click [here](#) to find out what it is.

#### 4. Keep Warm, Keep Well 2014: Advice on staying well in cold weather

The NHS has undertaken the 'Keep Warm Keep Well' public health campaign for many years. As part of Public Health England's cold weather plan, which aims to protect people's health and reduce harm from severe cold, a new [leaflet](#) is now available. Though aimed primarily at the over 60s, low-income families and people living with a disability, with advice on staying well in cold weather, covering issues such as financial help, healthy lifestyle, flu jabs and heating, this is sound advice for all of us.

#### 5. Changing focus for the community pharmacy:

**a. Local Government's new responsibilities:** With the transfer of public health to local government and the setting up of health and well-being boards (HWBs), councils have taken on three new interrelated functions in relation to locally commissioned services.

- Undertaking pharmaceutical needs assessments through the health and wellbeing board.
- Commissioning certain public health services from community pharmacies.
- Councils and HWBs will also have a broader strategic role in supporting the development of community pharmacies with an increased role in public health and health improvement

The government has published a briefing on the role of community pharmacy in local public health services. [Community pharmacy: local government's new public health role](#) includes information on local government statutory responsibilities for community pharmacy and several interesting case studies.

**b. Wider roles:** In a separate [report](#) from the Royal Pharmaceutical Society Community pharmacy has wider roles to play in healthcare than dispensing medicines. Pharmacists and their employers must recognise the imperative to shift their focus away from dispensing and supply of medicines towards providing a broader range of services. They must see their ultimate goal as helping people get the most from their medicines and keeping them healthy

#### 6. Treat Yourself Better

**Treat Yourself Better Without Antibiotics** is a [new website](#) as part of a new health campaign from the PAGB and Pharmacy Voice which provides vital information and advice and urges people to self-treat winter ailments, as research shows half the UK adult population think **antibiotics** can **treat** cold and flu. This was launched on 18th November, European Antibiotic Awareness Day to highlight the growing problem of resistance to antibiotics. It was also promoted during the Self Care Forum's annual Self Care Week in mid-November, entitled '**Self Care for Life – Take Control!**' which was also supported by N.A.P.P.

#### 7. Seven day services

The BMA has published useful information about the proposals for [Seven-day services in the NHS](#) including the background to the movement, its history and the varied views about what it means, and setting out the BMA's position.

#### 2. 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 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)

#### 10. 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  
November 2013*