



Registered Charity No. 292157

E-Bulletin from National Association for Patient Participation Issue Number 78: October 2013

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

Constitutions and Confidentiality: Among many Resources on our website are PPG constitutions and Terms of Reference. Our Getting Started Guide provides a Terms of Reference template, but we celebrate the diversity of PPGs and encourage them to determine whether or at what stage they want a formal constitution. We do not expect them to adhere to have identical rules. We have not endorsed the website examples, provided by members simply to assist PPGs in identifying their own aims and objectives.

So that we can identify some new examples which would better reflect current practice, we are asking you to send us

- Constitutions,
- Terms of reference
- Confidentiality agreements: CQC will expect PPG members to have signed this.

Please also indicate whether or not you want the PPG to be identified on the website page.

2. Transforming Participation in Health and Care

This is the new NHS England participation 'Bible'. The Health and Social Care Act 2012 places duties on clinical commissioning groups (CCGs) and NHS Commissioners, around the participation of patients in decisions about their own care and supporting the participation of local communities in decision-making. NHS England has worked with a wide range of partners and stakeholders to develop their guidance for commissioners, called [Transforming Participation in Health and Care](#), which was launched at the end of September.

The guidance is in the form of an interactive pdf. To navigate through the document, use the arrow buttons on each page or locate a specific section using the tool bars within the document, which includes a series of short films, case studies and resources. Easy read and plain text versions will be available shortly.

The document is a starting point and NHS England will work with partners to develop further resources to support commissioners to develop their approaches to both individual and public

3. Patient Online Programme

NHS England is pleased to be working with N.A.P.P. on this programme established as part of its strategy to improve transparency and participation. They want to work with N.A.P.P. members and other partners to ensure a patient-focused approach to implementing this programme, and test ideas for developing a network of digital patient champions who can help promote awareness of the benefits of Patient Online.

Patient Online aims to:

- Make interactions with primary care services easier for patients
- Free up GP and practice staff time by automating processes like repeat prescriptions, requesting medical record information including test results, booking appointments and asking simple, non-medical questions
- Enable patients to take a more active part in managing their own health and care through access to information and improved ability to communicate with care providers.

The Royal College of GPs is a key partner for NHS England in this work. More details can be found in 'Patient Online: The Road Map, Summary for General Practice' [here](#) A national programme of communication with GPs and practice staff will support GP practices to

introduce 'patient online' services, with development of guidance and support packages, a pilot programme to test and demonstrate benefits, and sharing experience and good practice.

4. Friends and Family Test extended

As this simple [test](#) – answering the question “Would you recommend this service to your friends and family?” – was rolled out to every maternity service in England on 1st October. All new mothers will be asked if they would recommend their service to their friends and family. By the end of March 2015, the test will be extended to all NHS services in England, including mental health services, community nursing, and outpatient appointments. It has also been announced the extension of the friends and family test across the NHS and other public services, including further education, Jobcentre Plus and the National Citizen Service (NCS).

5. Seven day 8.a.m. to 8.p.m. GP access

The prime minister has set out proposals for people to be able to see their GP seven days a week and out of office hours. The [service](#) will go on trial during 2014/15 with a first wave of GP groups offering extended opening hours. Practices will be able to apply to a new £50m “challenge fund” to set up a pioneer programme in every region of the country – nine in total – which together are expected to cover up to half a million patients. This will be the first step to rolling the scheme out across the country and encouraging more GP practices to sign up.

6. General Practice : a call to action

At the beginning of August NHS England's deputy medical director Mike Bewick's blog called for GPs to help shape the future of primary care. Recognising that general practice wants and needs to transform the way it provides services to address these challenges [Improving General Practice – A Call To Action](#) was launched to help stimulate debate amongst GP practices, area teams, CCGs, health and wellbeing boards and other community partners as to how best to develop general practice services fit for the future.

7. Data service offers GPs insight into local health concerns

A new service has launched to help inform GPs of local health concerns before patients step through the door. The free, real time [service maps](#) searches made via Patient.co.uk - which has over 17m page views a month from visitors looking up a range of medical conditions – against user locations enable a postcode-specific snapshot of local health concerns.

8. Local Healthwatch: key success factors

The Local Government Association has published an updated version of its document 'Developing Effective Local Healthwatch' The [document](#) is meant to help councils to understand the commissioning of local Healthwatch and review how well it is working. It can also help local Healthwatch organisations to understand what is expected of them.

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

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
October 2013*