



N.A.P.P.

Registered Charity No. 292157



## E-Bulletin from Association for Patient Participation Issue Number 88: September 2014

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

#### a. Dr Patricia Wilkie, N.A.P.P. Chairman, at 10 Downing Street Reception

Patricia attended the event at the invitation of the Secretary of State for Health, The Rt Hon Jeremy Hunt, to a reception to celebrate Patient Power in the NHS. This is recognition of both N.A.P.P. as an influential organisation but also of Patricia's outstanding contribution to patient power over more than four decades in Scotland and England. She was able to meet senior and influential people in the health world and discuss the work of N.A.P.P.

#### b. Recruitment of new Chief Executive

Following the retirement of Stephanie Varah in June, the Board have advertised the part-time post and hope to appoint a successor to take up the post in the New Year. Information about the role is on the N.A.P.P. website [here](#)

### 2. Research Engagement Award: Win £400 for your PPG: Deadline October 31<sup>st</sup>

You may be eligible if your PPG has done any of the following

- Helped raise awareness of importance of research and cascade information about locally recruiting studies
- Provided vital feedback to researchers about peoples' experience of taking part in research to improve the quality and performance of studies locally
- Advised the Primary Care Research Network to make sure local studies meet the needs of patients, carers and public and are accessible to them
- Organised events to feedback results of studies to people who took part or have interest
- Promoted campaigns that are aimed at patients such as "OK to ask"

Application forms and details of criteria are available at [www.crn.nihr.ac.uk/crnappaward](http://www.crn.nihr.ac.uk/crnappaward)

### 3. Put Patients First Back General Practice Petition

PPGs have really made a difference and have galvanised practices into engaging with the campaign. Thanks to all of you, and congratulations to the Cuffley and Goffs Oak PPG, Hertfordshire who collected 800 signatures. The petition will be delivered to 10 Downing Street very soon and you can still sign the online petition [here](#)

### 4. We need your feedback! Does your practice offer online appointment booking, online repeat prescriptions or online access to records?

Already, the majority of GP practices offer appointment booking and ordering of repeat prescription online. During the next six months, under the [Patient Online](#) initiative, practices will increasingly expand online services to patients' GP records and **by April 2015, all practices must offer all these services, including access to information in patients' GP records.** N.A.P.P. is producing for NHS England some guidance for patients and practices, written from the patient perspective and we want to include evidence based on experience at your practice of any or all of these topics. This can be about any aspect of this development, the advantages, disadvantages, how easy or difficult it has been, IT issues or effects on patients or the practice. Please use this opportunity to exercise the patient (or practice) voice. Please email your comments as soon as possible to [edith.todd@napp.org.uk](mailto:edith.todd@napp.org.uk), preferably by the end of September.

## 5. Care Quality Commission (CQC) announce new regime for GP practices

Following the first stage of testing inspection of GP practices, CQC have now announced plans to introduce from October a 'special measures' regime for GP practices. Practices offering poor care will be given deadlines to make improvements - and faced with closure if they fail. CQC plan to work closely with NHS England to pilot special measures, in close consultation with the General Medical Council, the Royal College of GPs and others as the approach is developed. Read more about the proposals [here](#).

This coincides with the start of CQC inspecting and rating all 8,000 NHS GP practices on the basis of whether they are **outstanding, good, require improvement or inadequate**. A list of the next 12 CCG areas to be inspected as part of the ongoing testing of the new approach, is on the the [CQC website](#) where you can also download the document named "A fresh start to the regulation and inspection of GP practices and GP out of hours services". The five questions which area asked of services are focused on five criteria - whether they are, safe, effective, caring, responsive and well-led.

## 6. Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool which enables people who use NHS services to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. Launched in April 2013, the FFT question has been asked in all NHS inpatient and A&E departments across England and, since October 2013, all providers of NHS funded maternity services. More than 2 million individual responses were given in its first year. Combined with supplementary follow-up questions, the FFT is a mechanism to highlight both good and poor patient experience. The results are published at monthly intervals on both [NHS England](#) and [NHS Choices](#) websites

From 1 December 2014, the FFT will be available in GP practices, from January 2015 in mental health and community services and from 1 April 2015, it will be expanded to NHS dental practices, ambulance services, patient transport services, acute hospitals outpatients and day cases. Read [A Short Guide for Patients](#) and two useful documents [Friends and Family Test in GP Practices Summary of Guidance](#) and [FAQs for the Friends and Family Test](#).

## 7. Diary dates: Self Care Week 17<sup>th</sup> to 23<sup>rd</sup> November

**a.** This year's national awareness campaign has the theme 'Self care for life – be healthy this winter.' The [campaign](#) aims to support people to take better care of themselves, particularly during winter, when seasonal illnesses are more prolific. N.A.P.P. is a member of The Self Care Forum, which has produced a communications pack that includes promotional material, information and ideas on what to do to support Self Care Week

### **b. Breast Cancer Awareness Month October 2014**

[Wear it Pink](#) is just one of the month's initiatives (on 25 October this year) to raise awareness and funding for vital research in a fun way. Get involved in [Breast Cancer Awareness Month](#) this October - it might just help out you or someone you love.

## 8. 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)

## 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 at <http://www.napp.org.uk/ebulletins.html>**

*Edith Todd*

*Trustee*

*September 2014*