



# E-Bulletin from National Association for Patient Participation

Issue Number  **100**  October 2015

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

**a. E-bulletin Milestone:** Exactly eight years after the first edition was produced by former CEO Graham Box, this is the 100<sup>th</sup> bulletin. Sadly we cannot trace the first bulletin but the earliest issue we have (No 9 from July 2007) includes the following item about a **N.A.P.P. film made in 2005**. The video clip is still on YouTube and though dated, contains interesting comments still relevant to patients, GPs and practice managers.

*“N.A.P.P. has uploaded onto YouTube a ten minute video describing the work of seven Patient Participation Groups. They are from different geographical settings though most are quite mature. We would encourage PPGs to consider using YouTube to promote their own work, especially where their aim is to secure the participation of younger people. It is a free service and relatively easy to use. Note that the film was made over two years ago (i.e.2005) so that some of the details are no longer accurate”*  
[http://www.youtube.com/watch?v=t8tNBk96C\\_4](http://www.youtube.com/watch?v=t8tNBk96C_4)

### b. Diary dates

- **Self Care Week 16 – 22 November 2015:** Download [resources](#) including communications information, press release templates and Self Care for Life poster.
- **PPG Awareness week beginning 6<sup>th</sup> – 11<sup>th</sup> June 2016**
- **Annual Conference 11<sup>th</sup> June 2016** Park Royal Hotel, near Warrington in Cheshire

## 2. N.A.P.P. Research Engagement Award 2015-16

Your PPG could win a cash prize of £400 or £100. Details are in the flyer accompanying this bulletin and in the [Application Pack](#). Watch the short [video clip](#) about 2014 winners. Use this [Entry Form](#) and you can email supporting evidence (videos, photos, media clippings etc.)  
Closing date: Friday 15 January 2016

Many GP practices are accredited by the Royal College of GPs as “Research Ready”. Is yours? Whether or not it is, has the PPG been involved in or undertaken research projects, either independently or in partnership with the practice? Entering for this award is an opportunity to showcase what you have learned and what has been achieved.

## 3. CQC State of Care Report

The Care Quality Commission has published its annual review of health and adult social care in England. The “state of care” [report](#), (based on a new ratings system introduced in the past year across all sectors CQC regulates) states that more than 80% of GP practices, 60% of adult social care services and 38% of the hospitals inspected so far have been rated as good or outstanding. However, alongside these encouraging findings, there remains significant variation in quality and an unacceptable level of poor care. Up to 31 May 2015, 7 per cent of acute, primary medical and adult social care services had been rated as inadequate.

## 4. Young people’s rights in healthcare – new resources

The NHS Youth Forum has recently launched a series of [posters](#) which focus on young people’s right to consent, their right to complain and their right to comment and give feedback on the services that they receive.

## 5. Successful Flu Jab Campaign

Flu fighter 2015 award winners, Liverpool Community Health NHS Trust (LCH), created a successful digital awareness campaign to increase flu vaccination uptake. By using the hashtag #ImmuniseYourSelfie to encourage staff involvement, the campaign received national recognition and was also adopted by staff from outside their trust. The campaign gained over 500 Twitter re-tweets and 300 Facebook posts, which led to a 67% uptake in their 2014/15 flu season. Read the full [case study](#) to find out how LCH implemented the campaign.

## 6. NHS Continuing Healthcare and understanding personal health budgets

Personal health budgets are being introduced by the NHS to help people manage their care in a way that suits them. They have been piloted in a number of places across England and since October 2014. Adults receiving [NHS Continuing Healthcare](#) and children in receipt of continuing care have had a right to have a personal health budget and clinical commissioning groups (CCGs) are currently looking at who else in their area could benefit from the flexibility of managing their care in this way. Detailed information can be accessed [here](#).

## 7. Prescription Poster: Your Prescription your choice poster

NHS England has written to all general practices and pharmacies to ask for their help in ensuring that all patients are aware of their right to choose freely where they have their medicines dispensed and can exercise this right without influence. A [Poster on freedom of choice](#) which sets out this right has been produced and pharmacies are asked to display this prominently and as close as practicable to the location where patients receive prescriptions.

## 8. Is one in four GP appointments potentially avoidable?

A new [report](#) by the NHS Alliance and the Primary Care Foundation argues that 27% of GP appointments could be avoided if there was more coordinated working between GPs and hospitals, wider use of other primary care staff, better use of technology to streamline administrative burdens and wider system changes. It calls for better coordination between GPs and hospitals.

The Making Time In General Practice study by NHS Alliance and the Primary Care Foundation was commissioned as part of the work NHS England and was overseen by a steering group including the Royal College of GPs and the BMA GPs' Committee. The study finds that 4.5% of family doctors' appointment time was spent on rearranging hospital appointments, and chasing up test results from local hospitals. It argues that a reduction of bureaucracy in general practice should be made a national priority.

## 9. 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.

## 10. 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,*

*October 2015*