



E-Bulletin from National Association for Patient Participation Issue Number 97: June 2015

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

a. New appointments The Trustees of N.A.P.P. are very pleased to announce the recent appointment of two Consultants who will work with the Board to further develop and implement strategies to strengthen N.A.P.P.'S influence and to establish the funding streams needed to underpin a growing organisation. Paul Devlin has been appointed to take responsibility for our work with major stakeholders in particular NHS England. Beverley has been appointed as the Communications, Marketing and Fundraising Consultant. Further details about both are [here](#) on the N.A.P.P. website.

b. Annual Conference 'Really Putting Patients' Over 100 delegates - patients, practice and CCG staff and others involved in engaging with patients - enjoyed opportunities to share ideas, information and experience and to learn from each other. The keynote address "The essential role of PPGs in enabling records access and understanding" by Dr Amir Hannan and patient Marilyn Gollom set the tone, ably followed by Chair of the Family Doctor Association, Dr Peter Swinyard's "Five year Forward View: Empowering Patients as Partners in Success". This year's Soapbox was particularly interesting, as was the inspiring contribution by Richard Cole, Chair of the winners of the Corkill Award. The day ended with a thought-provoking summary from Patron Sir Denis Pereira Gray, who alerted us to several crucial research studies and articles. All the presentations, in PowerPoint or video format (for which we are indebted to Dr Hannan) are available [here](#) in N.A.P.P.'s member pages.

c. Corkill Award PPG of the Year 2015 Thanks to all those who entered and congratulations to the four PPGs below who succeeded in leading a very strong field.

Winner: North Cardiff Practice PPG, a well established PPG
Runner-up: Badgerswood and Forest PPG in North Hampshire.
Highly Commended: Botolph Bridge Surgery PPG from Peterborough
Highly Commended: The Cottons Medical Practice PPG. Northamptonshire

d. PPG Awareness Week 2015 More PPGs took part than in previous years and it is pleasing to see how many CCGs and local Healthwatch now actively support and encourage patients and practices to participate.

e. N.A.P.P. response to Jeremy Hunt's "new deal" for general practice Read our [press release](#)

2. A blueprint for building the new deal for general practice in England

Royal College of General Practitioners sets out its response to the government's new deal for GPs. This [document](#) sets out RCGP's comprehensive plan for the future of general practice which includes five actions for the new government to consider: investment of 11% of the budget in general practice; increasing the workforce; free-up GPs time for patient care; allow time for GPs to innovate; and improve GP premises.

3. The patient experience challenge

Improving patient experience is a big challenge for the incoming government, according to Picker Institute which has produced an interesting [infographic](#) (poster) which highlights some of the key patient experience related challenges, that need to be addressed going forward, if a person centred approach is to be achieved

4. Electronic Prescription Service: Take part in a survey

The Electronic Prescription Service (EPS) allows your GP to send your prescription directly to your chosen pharmacy without a paper prescription. If your prescription is sent this way then **you** can help to improve this NHS service simply by sharing your experiences of using EPS. If you would like to help NHS England then please take a few minutes to complete the **anonymous** EPS Patient Survey at <https://www.surveymonkey.com/r/epspatient>. **The survey will remain open until the 31st of July 2015 so please share it with friends and family who may also wish to improve NHS services.**

5. Patient Online

In line with the requirements of their contract with NHS England, 97% of GP practices in England can now offer appointments, repeat prescriptions and access to summary information in medical records (medications, allergies and adverse reactions) online. Patients will still be able to contact their GP practice by phone or in person but will also have the option to do it online. Practices are also expected to **promote** these services. N.A.P.P. supports this initiative and encourages patients to ask their GP surgery to set-up their online access next time they visit. This can ease pressure on telephone systems and make it easier for those who do not use the online facilities to contact the practice more quickly. We are keen to hear from members about how this is being implemented at your practice. Please send comments to admin@napp.org.uk, if possible including the details of the system the practice uses i.e. EMIS, SystemOne, Microtest or other supplier.

6. 40% fewer volunteer blood donors than ten years ago

This was the worrying headline at the start of National Blood Week in mid-June. Only 4% of us give blood and with the many advances in surgery and medical procedures, demand is increasing. Information for patients and the public about blood transfusion can be found on the NHS Blood and Transplant website [here](#). PPGs can be instrumental in recruiting new donors.

One donation can help up to three people. Find [the nearest centre](#) where and when you can donate. A donor can give blood three times per year and each visit takes about an hour of your time. Appointments be made either online or by telephone. And it does not hurt!!

7. 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. We recommend each PPG have a group email address to be the username for the login.

8. 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,

June 2015