

Winter 2009/10

South West Regional Conference

Report on the South West Regional Conference for Patient Participation Groups

The Conference was held in early February 2010 with 110 delegates, the largest ever NAPP event. The steering group members (Bob Bryant, Clive Oakley and Barbara Tilbury) all came from existing PPGs and they designed the day around three workstreams:

- Practices and individuals interested in establishing a Patient Participation Group (PPG) in a GP surgery
- Patient Participation Groups seeking to network with other ideas and pick up some fresh ideas
- Individuals with a personal or professional interest in promoting patient participation

The opening presentation was delivered by Dr Michael Dixon, chairman of the NHS Alliance and a GP at College Surgery in Cullompton.

He spoke with passion and wit about the crucial relationship between patients and their practices in primary care. With frustration in his voice, Dr Dixon regretted the excessive influence wielded by hospitals within the NHS (continued on page 2)



Dr Michael Dixon delivering the key note presentation.

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and the continuing centralisation of decision-making. More positively, he argued for patients and their practices working together



Sir Denis spoke with authority and insight about the challenges and opportunities facing the NHS, many of which relate to the precarious public finances.

to improve outcomes (collective co-production of health) and to inform local commissioning decisions so that services are designed around the needs of particular localities.

In addition to the workshops described above, the Conference included a question and answer session and a superb closing address from the NAPP Patron Sir Denis Pereira Gray.

Although drawing heavily on published research, Sir Denis did allow himself a prediction - that in ten years' time the country would be spending 12.5% of its GDP on health (compared with the current figure of around 10%). A full Conference report will be made available to NAPP members in March.

N.A.P.P. Annual Conference and AGM June 5th 2010

The 32nd NAPP Annual Conference and AGM takes place this year in the Carlton Park Hotel, Rotherham (Sheffield). Organised around the themes of understanding, challenging and celebrating, the keynote address will be delivered by Sir Donald Irvine, Chairman of the Picker Institute Europe and the first general practitioner to be elected President of the General Medical Council.

Conference workshops will look at IT, quality and safety and there will also be a focus on showcasing the work of effective and successful PPGs. As usual, the NAPP AGM follows immediately after the Conference and all affiliates are invited to stay and contribute. To receive more information about attending or exhibiting, please email audrey@napp.org.uk or call 0114 287 4035.

Moss Grove Kinver Patient Panel Scoops Healthcare Award



Members of Moss Grove Kinver Patient Panel are celebrating after being crowned winners at the inaugural 'Patients' Choice – Quality and Excellence' Awards, organised by South Staffordshire Primary Care Trust (PCT) in September. The Patient Panel walked away from the Trust's first ever healthcare awards staged at Staffordshire County Showground, with the trophy in the 'Public Involvement' category.

Nominating the group of volunteers, practice manager Sonia Clarke said: "I think they really underpin the new modern NHS and are very innovative." Accepting the award, Chair of the group, Maggie Winters said: "We were very pleasantly surprised when we heard our names called out. Thanks need to go to the practice

If your PPG has any interesting articles or photographs please send copy to our Hon Secretary for inclusion in the Newsletter. We would also like to receive any opinions or issues which you would like to share with other groups. Thank you.

staff who are very supportive, but especially to the panel members. They all get involved and everyone brings a huge amount of experience with them. To receive recognition for our work is wonderful. We'll be putting the plaque and certificate in the surgery, pride of place."

Over the last year or so the group have held health awareness events, a health promotion stall at the Country Fayre and information evenings on health issues. They have worked towards an improved chiropody service and better access to the local pharmacy, as well as making suggestions for improvements at the surgery and responding to ideas put forward by the practice.

South Staffordshire PCT launched the Patients' Choice – Quality and Excellence Awards in April and received nearly 100 nominations from patients and the public in South Staffordshire. The evening was hosted by television presenter Michael Collie.

Maggie Winters
(Chair, Moss Grove Kinver Surgery Patient Panel)

NAPP Partners in Major National Research Project

Lord Darzi's 2008 NHS review *High Quality Health Care for All* (HQCfA) proposed that the NHS should be locally led, clinically driven, value for money and built around the organising principle of quality.

NAPP is a partner in a consortium involving the Universities of Aston, Leicester, Aberdeen and Birmingham that has been awarded the contract to evaluate the extent to which cultural and behavioural change is occurring in the

English NHS in response to HQCFa.

The research aims to:

Assess the nature and extent of behavioural and cultural change over time

Identify the extent of leadership and staff motivation for engagement with the principles of HQCFa

Assess how well the cultural and behavioural aspirations of HQCFa are being supported by organisations

Understand whether patients and patients' organisations believe that the required change is being delivered

Improve understanding of how change happens, how change in the right direction can be accelerated, and how innovation can be facilitated

Generate practical, timely lessons and solutions that can help organisations achieve goals of high quality, efficient and innovative care.

The project runs until March 2012 and NAPP will report periodically on progress and the lessons that are being learned.

Mud, Sweat and Gears

Some of you will know that I have been feeling so bad about stepping down as NAPP Chief Executive that I have decided to punish myself by taking part in a sponsored cycle ride from Stockton-on-Tees in the North East to Wincanton in the South West (via Oldham, Warrington, Market Drayton, Nottingham, Milton Keynes, Harrow, Worthing and Alton). The journey, which runs from 7th to 11th June, will take in PPGs from every region of

the country and we hope to generate some excellent local and national publicity.

NAPP is hugely grateful to all of the PPGs and Primary Care Trusts who are supporting the event. Equally, my personal debt to our chairman, Danny Daniels, knows no bounds as he will be supporting me in his car if I ever need help getting between to the two meetings per day that are scheduled. Anyone wishing to make a donation to support NAPP can visit the Virgin Money giving website that we have established. You can also learn more about the itinerary there.

<http://uk.virginmoneygiving.com/charities/napp>

Graham Box, NAPP Chief Executive

Job Opportunities with N.A.P.P.

After many years of excellent service, Audrey Hoggard has decided to step down as NAPP Secretary with effect from June 2010. Audrey has managed to combine this role with spending several months each year with her family in America but now feels that this is no longer manageable. We know that Audrey is hugely valued by so many of our members and we will be very sad to lose her. The Board is considering how best to manage her workload and this is also tied in with our discussions about the Chief Executive's replacement.

In the past, both the Secretary and Chief Executive roles have operated on a freelance basis and offered great flexibility to the postholders. The daily rates will depend

upon the skills of applicants and the finer details of the roles which are still being determined. Anyone who feels that they would be suitable and who would be interested in helping NAPP to continue its recent progress is invited to contact either Audrey on 01142874035 or our chairman Danny Daniels (02920 511016) or our Chief Executive (01628 820326) for an initial, informal discussion. The Board will finalise the arrangements at its meeting on 21st April after which the formal phase of recruitment will begin.

Trustee opportunities with NAPP

At its February Board meeting, the NAPP Board established its priorities for the coming 12 months. These are: to consolidate current initiatives, continue to grow our membership and profile, attract more resources, strengthen the organisation and our local networks, and recruit new members to the team. With that in mind, we would very much like to hear from anyone with skills to contribute in these key areas, especially marketing and fundraising. These would be voluntary roles, possibly as a Board member (but not necessarily), and a great opportunity for someone with a passion for promoting patient participation. Please call our chairman Danny chairman Danny Daniels (02920 511016) or our Chief Executive (01628 820326) if you would like to know more about what is involved.



My Health Online

The following information article was downloaded from the NHS Wales website. It illustrates how NHS Wales is moving forward in introducing online services for the Welsh population.

Through the single record, patients will be able to take a greater involvement in their own healthcare via the internet, in a similar way to shopping or banking online. My Health Online will give patients the opportunity to book GP appointments, order repeat prescriptions, update their general details such as change of address, keep a health diary and make it easier to organise their healthcare, all from the convenience of their home computer. In future, features focusing on self care may also be developed to include alerts, access to the patient's own medical record and links to personalised health content. Advantages of online services include:

- No hanging on the phone, waiting to get through to the GP surgery
- Convenient access to GP services from home or work – or anywhere with internet access

Being able to prepare for consultations
Patients will find benefits of using My Health Online will include:

- Finding information they would otherwise have to ask for – for example their immunisation history

- Helping understand the history of a particular condition
- Improving awareness of a condition

Passing on information obtained when visiting hospitals or when taking a sick elderly parent or child to accident and emergency. Several surgeries in Wales have already piloted My Health Online with positive results.

Safe access

All personal information on My Health Online is protected using the highest standards of internet security.

What will My Health Online look like?

The design of My Health Online is being informed by the views of patients and clinicians. Their recommendations are being used to develop the functions and look of the web portal.

What's happening now?

The Outline Business Case has now been approved by the Welsh Assembly Government and work will now start on developing the exact details and requirements of the website. In January 2010, Wales Health Minister Edwina Hart approved the go ahead of My Health Online

patient.co.uk is now a certified member of The Information Standard

The public can be confident that www.patient.co.uk is a trusted and reliable source of health and social care information

Leading health information website www.patient.co.uk has been certified as a quality provider of health and social care information by The Information Standard – a new certification scheme for health and social care information.

The website has demonstrated it has the necessary processes and systems to ensure its information meets the rigorous quality criteria of The Information Standard. www.patient.co.uk has consequently been awarded The Information Standard quality mark, which it can display on its information materials as a mark of quality and reassurance for the public.

The majority of the general public (71%)* feels overwhelmed by the health and social



care information available to them. The Information Standard was launched by the Department of Health as an initiative to give the public a quick way of identifying good quality health and social care information, and to drive up standards amongst producers.

Dr Angela Coulter, Director of Global Initiatives at the Foundation for Informed

Medical Decision Making, who advises on the scheme, said: "Organisations that gain Information Standard certification are demonstrating a strong commitment to producing high quality information that people can rely on. They should be congratulated for their important contribution to patient and public empowerment in health and social care."

Dr Gordon Brooks, joint editor of www.patient.co.uk, said: "We welcome this accreditation system, which provides a much-needed quality mark to help the public find authoritative health information on the internet."

"To receive the accreditation is a welcome endorsement of the rigorous systems and processes that underpin every piece of information we post on the site."

There are more than 50,000 organisations producing health and social care information in England. Any of these can apply to join the scheme and become certified, whether they are a public sector organisation (NHS or local authority), a voluntary sector organisation, or a commercial company.

*Omnibus survey of 1,000 adults commissioned by DH and carried out by TNS in March 2007



The National Association for Patient Participation is a full member of the Engagement and Development Board for the Information Standard. The benefits of accrediting information providers in this way are clear and our main concern is that it needs to be affordable and practical for smaller information providers (often charities) to acquire the Information Standard recognition.

The Information Standard is a new certification scheme for the production of health and social care information. Any organisation producing health and/or social care information for the public in England can apply for certification. It is an independently governed, voluntary scheme, supported by the Department of Health and managed by Capita whose role is to apply the standard impartially. Certified organisations have demonstrated that they have the necessary methods and systems to ensure that the information they produce is accessible, accurate, appropriately researched, authoritative, clear, complete, readable, relevant, secure, up-to-date and well-designed. For further information, please visit www.theinformationstandard.org.

Reforming General Practice

The Department of Health in England is committed to opening up GP boundaries as a means to offering patients greater choice of GP. NAPP has been involved in the discussions to date and our vice chairman, Royce Franklin, attended a two-day "accelerated learning event" along with chairs of two Patient Participation Groups. We are discussing with the Department how to ensure that the PPG and wider patient perspective is central to their deliberations. Royce commented as follows:

"Practice boundaries are currently drawn in a way that frequently offers patients very little choice of GP practice close to their home. Equally, those who commute are often unable to access a GP near to their place of work and some competition for patients can lead to better standards all round. Yet the desirability of opening up the choice of GP practice has to be set against some very important practical concerns such as securing continuity of care, establishing proper accountability, delivering home visits and related services and, crucially, ensuring that services continue to improve for those who do not wish to, or are unable to, exercise choice. Through its involvement with the Department of Health, the National Association for Patient Participation aims to ensure that the full range of patient perspectives are taken into account in this important area of policy development (Royce Franklin Vice Chair N.A.P.P.)"

To take part in the Department of Health consultation, go to www.gpchoice.dh.gov.uk

N.A.P.P. Current Executive Committee. (All except the President are Trustees)

Dr Patricia Wilkie President

Danny Daniels Acting Chairman
Tel 02920 511016
Email danny.daniels@napp.org.uk

Dr John Dracass Trustee

Royce Franklin Vice Chair
Tel 01457 873248
Email royce.franklin1@btinternet.com

Sandy Gower Trustee

Audrey Hoggard Trustee /Hon. Secretary
Tel / Fax 0114 2874035
Email audrey.hoggard@napp.org.uk
Postal Address
10 Rosegarth Avenue
Aston
Sheffield
South Yorkshire.
S26 2DD

Sue Line Trustee
Tel 0247631 3823
Email sue.line@btinternet.com

Edith Todd Treasurer
Tel & Fax 01932 242350
edith1todd@yahoo.co.uk

Chief Executive

Dr Graham Box
Tel 01628 820326
Email graham.box@napp.org.uk