



E-Bulletin from National Association for Patient Participation Issue Number 129 May 2018

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

- a. **Annual Conference “40 years of patient engagement: What next?” 9th June in Nottingham.** Keynote speakers - Professor Mayur Lakhani, President of the Royal College of GPs and Professor Helen Stokes Lampard, RCGP Chair who will speak on health implications of loneliness.

It's not too late to book! View the programme and registration form [here](#). Opportunities to learn from other PPGs! Workshop session will cover the following topics

- PPGs and GP practices at scale - how PPGs can influence in mergers/ federations
- PPGs influencing quality improvement
- Top tips to engage young people in PPGs
- The developing nature of PPG-practice relationships.

Member PPGs get a 25% discount on fees for patients and practice staff

- b. **PPG Awareness Week 4th - 9th June: Access the** Resource Pack [here](#). Member login not required. Use the [NHS 70th birthday logos and other resources](#) which also celebrate volunteering. This may also be a good time to help socially isolated older people reconnect with their community, through regular tea parties. The “Contact the Elderly” charity is still piloting its service in [GP surgeries](#) across the UK. With your own ‘Tea with the GP’. Similarly, the Great Get Together Weekend (22nd-24th June) is another perfect opportunity for your PPG to help older patients reconnect with their community. PPGs all over the UK are welcome to get in touch and the charity is calling on PPGs in Manchester to consider setting up their very own ‘Tea with the GP’. For further information or support in setting up a group, contact Hannah John: Hannah.john@contact-the-elderly.org.uk

- c. **N.A.P.P website:** Is your PPG getting best value from its membership of N.A.P.P.? Access to the additional Resources in the password-protected Member pages is a key benefit of membership, yet we estimate that almost one third of affiliated PPGs miss out on this because they have not applied for their login. Make sure that all your PPG members have access by sending an email to admin@napp.org.uk with the Subject Line “Request website password.” We will ask you to set up a generic PPG email address which will be the username. A password will be generated and sent to the PPG email address.

2. Have your say on GP online consultations

NHS England is seeking views from GPs, practice teams and members of the public on what people think about the idea of online consultations. Online consultations are a way for patients to contact their GP practice without having to wait on the phone or take time out to come into the practice. Using a smartphone, tablet or computer, they can contact their practice about a new problem or an ongoing issue. There are two [surveys](#) which opened on Tuesday 8 May and will close on Friday 15 June 2018. [More....](#)

3. Data Protection for small community groups – GDPR

This [plain-English summary of data protection responsibilities for small, volunteer-run community groups](#), should be helpful for PPGs which have databases of patients who have agreed to be in a 'virtual' PPG. how to comply with the General Data Protection Regulation.

4. NHS Jargon and Acronyms: Puzzled by GMS, STPs, PPI ? New PPG members are frequently frustrated by NHS staff assuming that the general public is familiar with the hundreds of acronyms they use. A [link](#) to the Jargon Buster is just one the many useful items in the [Resources page](#) of our website.

5. How patients can book their hospital appointments online.

NHS Digital will be sending information packs out this month to general practices explaining how patients can book their hospital appointments online. The [packs](#) are designed to encourage patients to use the NHS e-referral service website. As well as booking, patients can also check, change and cancel appointments online without help from their practice. Each pack contains leaflets and posters for practice staff and patients. The national telephone appointment line will still be available for patients who prefer it.

6. Shared view of quality for general practice

11 national organisations responsible for the regulation and oversight of general practice in England have recently published [a joint view of the principles that define quality in general practice](#). It was developed with the support of organisations representing providers, professionals and the public, and draws together existing frameworks into an overarching set of principles. This was a key aim set out in the [General Practice Forward View \(GPFV\)](#), NHS England's strategy for GP services. The shared view of quality does not describe a set of processes, pathways or clinical outcomes as these will be improved continually.

7. Rising cost of medicines to the NHS

A briefing from the King's Fund, looks at how much the health service spends on medicines, both generic and branded, based on publicly available data. In recent years, spending on branded medicines has been constrained by the pharmaceutical price regulation scheme, the next phase of which is currently under negotiation. The [briefing](#) explores policies used to try to control growth in costs and the choices policy makers are likely to face in the future. The King's Fund is an independent charity working to improve health and care in England.

8. Six things you should expect from social care support

With over a quarter of a million people living in care homes and 673,000 adults relying in social care support to live independently, it's vital that people are able to get the best out of social care. People have told Healthwatch that they want to feel listened to and involved in decisions. The National Institute for Health and Care Excellence (NICE) has developed [guidance](#) on what people can expect and how to support them to make decisions about their own care.

9. What can the NHS learn from the long-term care system in Japan

As our governments grapple with the issues affecting the social care system, this Nuffield Trust report examines the lessons that can be drawn from a country that has demonstrated it is possible to achieve fundamental social care reform despite formidable demographic, economic and social pressures. It offers an overview of the Japanese long-term care insurance system and highlights the pertinent points of learning for England, in order to provoke debate and bring new ideas and potential solutions to the green paper discussions. [More....](#) The Nuffield Trust is an independent health think tank, which aims to improve the quality of health care in the UK by providing evidence-based research and policy.

10. N.A.P.P. website: Don't miss out this useful member benefit!

Our website Member pages contain **key resources available only to affiliated PPGs**. For login details, **visit the website, click on Members and use screen instructions**. We recommend each PPG to have a generic group email address as the username for the login.

11. Reminder: *Please email this bulletin to fellow members promptly. All previous bulletins can be found at <http://www.napp.org.uk/ebulletins.html>*

Edith Todd, Trustee, May 2018