

E-Bulletin from the National Association for Patient Participation: Issue 22: October 2008

154. Local Government Association backs PPGs

Well, I don't read as quickly as I should and it is only now that I am bringing to your attention a fascinating and insightful report produced by the Local Government Association Health Commission in June 2008. This is called "Who's Accountable for Health?" and is a wide-ranging and comprehensive analysis of the current landscape of patient and public involvement in health.

Of particular interest to N.A.P.P., the Commission recommends that "every GP practice and every GP commissioning consortium should be required to set up a patient participation group..." and that "every PPG should be supported by, and be a part of, the local LINK as part of strengthening the PPG's ability to challenge and contribute to decision-making."

<http://www.lga.gov.uk/lga/aio/721828>

155. National review of the Advanced Access model

In 1998, one in four patients were waiting four days or more for an appointment with the GP of their choice. Advanced Access was one of several changes that have been introduced within general practice to speed up this process. It relies heavily on the same day booking of appointments for both routine and non-routine concerns. This study, funded by the National Institute for Health Research, assessed the benefits of Advanced Access. It concluded that the scheme has had only a minor impact and that the ideal approach is a more flexible one that can be adapted to the needs of the different groups of patients.

<http://www.sdo.nihr.ac.uk/files/adhoc/70-research-summary.pdf>

156. BMA praises excellent QOF results

Last year, general practice teams achieved 96.8% of all targets set out in the Quality and Outcomes Framework (QOF) within the GMS contract. This represents an increase of 1.3% on last year. The British Medical Association has welcomed these results, explaining that "patients are getting a very high standard of treatment no matter where they live and the gap between those in the most and least deprived areas is narrowing year on year." For more details on the improved health outcomes, visit:

<http://www.bma.org.uk/pressrel.nsf/wlu/SGOY-7JYGFT?OpenDocument&vw=wfmms>

157. Self Care Pilot Completed

In the first six months of this year, N.A.P.P. worked with about a dozen PPGs to pilot the delivery of Self Care for You within general practice. This course was developed by the Working in Partnership Programme (which no longer exists) and we were keen to learn more about how it might be delivered in primary care. The initiative was a great success in some practices (one had a waiting list to get on the course) but an almost complete failure in others (where the practice did not feel that the course added anything to the Expert Patient Programme, for example). We have shared the learning with the Department of Health and our summary report will be circulated to all of our members in due course.

158. Progress in understanding access and responsiveness

Our research into access and responsiveness has identified a number of areas of further action which we are currently exploring with the Department of Health and other interested parties. Potential future projects include:

- Understanding the impact of practice newsletters and developing a database of articles that PPGs might use if they wish
- Identifying excellent practice websites and sharing what works well
- Innovative techniques to communicate with those who do not attend their general practice

As with self-care research, we will soon be sharing our findings with our network of affiliates. Thank you again to everyone who took part.

Kind regards

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National Association for Patient Participation

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