



Registered Charity No. 292157

E-Bulletin from the National Association for Patient Participation: Issue 21: September 2008

147. N.A.P.P. research into access and responsiveness

We have had a great response to our members' survey of good practice in the areas of access and responsiveness within primary care. Over 140 postal questionnaires have so far been received. Thank you to all of the PPGs who took the time and trouble to respond. Your insights have been complemented by a well-attended workshop and the ideas to date have been shared with the Department of Health. Our final report will be produced over the next month and will be distributed to all of our affiliates.

148. Report on major Department of Health Conference

In July, the Department of Health organised a major national Conference to showcase their commitment to more and better patient and public involvement in health and social care. Various documents relating to the day, including unedited feedback from delegates who attended, have been made available at the link below. This includes presentations from David Nicholson (Chief Executive of the NHS), Joan Saddler (National Director of Patients and Public Affairs) and Mark Britnell (Director General of Commissioning and System Management).

http://www.dh.gov.uk/en/Managingyourorganisation/PatientAndPublicinvolvement/DH_086557

149. Charitable status

We have had some queries lately about registering as a charity. Many PPGs are charities, whether or not they have registered as such. Indeed, some will have a turnover of less than the £5000 that is now required to register with the Charities Commission. The position on this, and related matters, is very helpfully clarified in an information leaflet that the Priory Centre in Brighton has kindly allowed us to share with our membership. Their website is excellent and may be worth browsing for funding opportunities and other matters relevant to the voluntary sector.

http://www.resourcecentre.org.uk/information/charity/info_pdf/charityreg.pdf



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150. An invitation to join the UK Biobank Ethics and Governance Council

UK Biobank is a long-term medical research initiative to build a major resource of data and samples with the participation of 500 000 individuals aged 40-69. This resource will support a diverse range of research intended to improve the prevention, diagnosis and treatment of illnesses (such as cancer, heart disease, diabetes and dementia), and the promotion of health throughout society. The UK Biobank Ethics and Governance Council is an independent monitoring body that advises on the ethical framework under which UK Biobank operates. They have asked us to advertise vacancies for three new Council members. Please see the attached advert for details.

151. Communities in Control White Paper

The Government has issued a White Paper entitled *Communities in control: real people, real power* which offers (implicitly rather than explicitly) important support to the concept of patient participation. It claims that the Government wants to pass power into the hands of local communities, to generate vibrant local democracy in every part of the country, and to give real control over local decisions and services to a wider pool of active citizens. The White Paper proposes a shift in power, influence and responsibility away from existing centres of power into the hands of communities and individual citizens. Seven key issues are addressed, namely being active in your community; access to information; having an influence; challenge; redress; standing for office; and ownership and control. A summary can be found at:

<http://www.communities.gov.uk/documents/communities/pdf/885997.pdf>

152. Good Medical Practice for GPs

The Royal College of General Practitioners has published an important document defining exemplary, good and unacceptable practice for GPs. *Good Medical Practice for GPs* will be central to the process of revalidation that should demonstrate and improve the quality of care provided by general practitioners in future years. It covers areas such as good clinical care, probity, relationships with patients and keeping up to date.

http://www.rcgp.org.uk/PDF/GMP_web.pdf



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153. Results of GP Survey

The findings of the national GP Patient Survey 2008 have now been published. This is administered nationally and is different from the surveys that individual practices carry out. Over two million responses were received covering the issues of access and choice. The data can be analysed at practice level, PCT level or nationally. Headline findings with respect to access were that:

- ✓ 87% of patients were satisfied with telephone access to their local practice (86% last year)
- ✓ 87% of patients who tried to get an appointment quickly could see a GP within 48 hours (86% last year)
- ✓ 77% of patients who wanted to book ahead for an appointment with a GP were able to do so (75% last year)
- ✓ 88% of patients who wanted an appointment with a specific GP were able to get one with that particular GP (88% last year)
- ✓ 82% of patients were happy with the current opening times of their GP practice (84% last year).

<http://www.ic.nhs.uk/pubs/gpps08>

Kind regards

Graham Box
Chief Executive (01628 820326)
National Association for Patient Participation
www.napp.org.uk

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