Conference Report 2013

N.A.P.P. Conference Report 2013: Primary Care in the Digital Age

(This is an abridged copy of the full Conference Report which can be found on our website [Members Only] at http://www.napp.org.uk/Conference%20Report%20Final%202013.pdf)

Acknowledgements:
The National Association for Patient Participation would like to thank everyone who attended the 35th Annual Conference ‘Primary Care in the Digital Age: What does this mean for patients, quality and continuity of care?’

Over 120 delegates attended the event on June 8th held in a stunning Bristol Harbourside venue, The M Shed. Edith Todd is to be congratulated and gratefully thanked yet again for her meticulous planning and tireless efforts in organising another most professional and successful event.

Thanks also to our invited contributors and the executive board in making the conference a memorable occasion.

And finally we are grateful to our affiliates and non-members who took the time and trouble to attend as delegates.

Introduction:
The 35th Annual Conference of the National Association for Patient Participation took place on (cont p2)
Saturday June 8th in Bristol. Roger Taylor, Director of Research and Public Affairs, Dr Foster Intelligence gave a stimulating key note address successfully highlighting the importance of utilising medical data for the benefit of patients. This was followed by a lively question and answer session.

- The increasingly popular ‘Soapbox’ was a central feature in the afternoon session. Piloted at last year’s conference and now a conference favourite it provided an opportunity for eight individual delegates to speak to the whole audience for ninety seconds each and answer questions for the same length of time about a subject ‘close to their hearts’.

- The Corkill Award, for PPG of the Year 2013 kindly sponsored by EMIS, was also presented in the afternoon by Dr Patricia Wilkie OBE, N.A.P.P Chair and President to the winners Winchcombe PPG and Runners-up Highcliffe and Mudeford PPG (See page )

- A question and answer session with the panel of speakers including N.A.P.P and workshop leaders from Picker Europe, Appello Telehealth and the Patient Online programme then took place.

**Conference Workshops:**
The four interactive workshops were designed to embody the conference theme of the impact of technology upon primary care and the consequences of this for patients and services. This Annual Conference was specifically designed to ensure PPGs were informed of the newest developments in primary care and this year’s event was deliberately future focussed to give patients advance warning of significant changes to the health system through greater use of technology.

**Closing Remarks:**
Following an insightful and comprehensive summary of the day’s proceedings, N.A.P.P Patron Sir Denis Pereira Gray concluded with an impassioned call for patient representatives and their views to be more protected and respected within the healthcare system. He cited the appalling evidence from the Francis Report that Mid Staffordshire Hospital Trust took a decision to stop looking at lay complaints because they were too numerous. Sir Denis highlighted the need to address this new concern and to ensure that patient representatives maintain an independent perspective and do not become caught up in what he called ‘groupthink’ influenced by the edicts of a particular health organisation or the system as a whole. He felt there was a role here for N.A.P.P in developing and supporting a ‘national reference group of patients’ that could provide appointed representatives which benefited from an independent patient-led support body. His challenge was warmly received by the full plenary audience with an agreement that there was much to build on at N.A.P.P in taking such an important initiative forward.

**Conclusions and Feedback:**
Once again, the level of delegate debate and contribution was exceedingly high. Senior stakeholders from academia and the health system told N.A.P.P they were ‘bowled over’ at the level of professionalism from delegates, that they found the day ‘inspiring’ and that it was a ‘pleasure and a privilege’ to be involved.

There was a sense amongst delegates that PPGs had now realised the potential they have in the new health system and were keen to build on their role in supporting doctors and practice teams to deliver quality responsive services at practice and locality level. Patient Participation Awareness Week was judged a major success and will be repeated at the same time next year (cont p3)
in the week preceding the annual conference. A national media presence for N.A.P.P will continue to be built in the coming year to promote the importance of patient-led support and an independent patient perspective.

It is proposed that next year’s conference and AGM will be in the North East of England - possibly the Leeds area. We would also like to invite you to forward specific topics that you would like to see featured. Obviously we cannot guarantee your suggestions would be included but it will help us to design an event that is of interest to all our affiliates.

The week’s activities began at the Grove Medical Centre in Sherborne where patients were invited to sign up for the virtual patient groups at both the Bute House and New Land surgeries. Although there is currently no real patient group at either surgery, several patients registered interest in being informed of developments to establish such and expressed the belief that they felt this would be a valuable opportunity for them to contribute their views and experience as patients to the practice.

Patient Participation Awareness Week

There were many excellent features attached to this our first attempt to mount a nationwide campaign in order to raise awareness of Patient Participation. The exercise was instructive and will assist us in planning ready for next year.

On our website you will find many of the examples which PPGS and CCGs submitted together with some interesting quotes. We are grateful to Keith Harrison a Public & Patient Involvement Development Worker based at Sturminster Newton Medical Centre Dorset for submitting the following:-Three days of publicity were arranged for the first week of June to promote National Patient Participation Week across north Dorset. Patient & Public Involvement Development Worker, Keith Harrison, took a display and information to a number of local GP practices and was joined by Practice Managers and Patient Group members who handed out leaflets and explained the opportunity to join their virtual patient group.

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In Blandford, Practice Managers Carol Tilley from Whitecliff Surgery and Jenny Tory from Eagle House Surgery were pleased to find that a good number of patients attending appointments on Tuesday 4th June were keen to receive information about the opportunity to get involved. Members of the Whitecliff Patient Group were on hand to explain their involvement and describe how their activities have been making a difference to their surgery.
On Thursday 6th June, members of the Abbey View Patient Group had a display stand at Shaftesbury Town Hall and actively handed out information to local residents about their current activities and future plans to help ensure that their GP surgery continues to provide an excellent standard of service for its patients. Around 50 people signed up to be contacted by email as members of the practice's virtual patient group.

Keith Harrison, PPI Development Worker said "I'm delighted with the response we've had to this week's events. People in north Dorset clearly want to be offered the opportunity to have a say about their local health services and to be involved in shaping these for the future.

We will continue to make sure that we promote Patient Groups as an effective way of bringing patients and health professionals closer together."

Frances Aviss from the Engagement Team was delighted to attended events in both Blandford and Shaftesbury helping to promote wider opportunities for local people to ‘have their say’ – both within their local patient groups and also through joining the CCG’s Health Involvement Network. Frances said “We want people to know that their voice is important to us and that they can be involved in a variety of ways – every GP surgery is part of the Clinical Commissioning Group and this has been a great opportunity to show how we are all working together.”

All involved are fully committed to building on the success of this year’s activities again next June for Patient Participation Week 2014!

Involvement4Access Project Update
August 2013

The Involvement4Access project is encouraging patients, carers and the public to help improve opportunities for patients to participate in research in their local NHS Services, whether that's in GP surgeries or local hospitals.

(cont on p5)
In 2012, we carried out a Mystery Shopper exercise that showed that even in research active NHS Trusts, it is difficult for patients to find out about the clinical research opportunities available to them. We feel that patients, carers and the public have a key role to play in increasing awareness and engagement in research, which is why Involvement4Access is seeking to encourage the further development of the role of Patient Research Ambassador in local NHS services.

To help the NHS understand what Patient Research Ambassadors are and the impact they can have, Involvement4Access has begun gathering examples of where patients, carers, and lay people have been influential in opening up access to clinical research for patients:

http://www.crncc.nihr.ac.uk/ppi/why_is_research_important/involvement4access

This activity shows that people have been doing a broad range of work, for example:

- A 14 year old patient talking to the Chief Executive of a Children’s Hospital about how important it has been to her to participate in research
- A stroke patient group set up to advise researchers starting new research also talking to NHS staff and patients about the importance of Stroke Research
- Patients involved in the planning and presentation of events in NHS Trusts on International Clinical Trials Day
- A workshop for GP practices led by Primary Care Research Network staff and the National Association of Patient Participation to encourage engagement with research and patients

To help us complete the profile of the Patient Research Ambassador role, we need your support. Please use the online form at the link below to tell us about anything you’ve done

that you think fulfills the role and equally, what you think being a Patient Research Ambassador should involve in order to influence NHS services.

http://www.crncc.nihr.ac.uk/ppi/why_is_research_important/involvement4access/have_you BEEN_a_patient_research_ambassador?time=635127592266138481

For further information contact Roger Steel, PPI Manager, NIHR CCRN, Tel: 0113 343 0441. Email roger.steel@nihr.ac.uk

The Corkill Award 2013

In recognition of Joe Corkill’s contribution to the promotion of patient participation over more than twenty years, the N.A.P.P. Board has established the Corkill Award to be awarded annually and presented at the N.A.P.P. Annual Conference. N.A.P.P. greatly appreciates the support of EMIS who have kindly sponsored this award.

The full text for the awards can be found on our website but on the next two pages you will find a brief summary of the Winners and Runners up respective submissions:-
The PPG has widened membership to include varied age groups and notably two students from the local Senior School. They have made valuable contributions and expressed a need for help with issues such as smoking cessation, sexual health, diet and exercise.

- The PPG and local doctor have worked with the school to establish an extended drop in service for the school nurse.
- Virtual group has been extended to include younger parents and older patients unable to attend meetings. Their comments are fed back to the main group and have, for example, given us outlets for advertising the need for more volunteer drivers.
- Bringing health awareness into the community. Events organised included:
  - Men’s health where practice doctors were joined by a hospital consultant from Gloucester hospital.
  - ‘Change for Life’ where practice doctors, hospital specialists, and local representatives of health/exercise clubs provided advice and information on diet and lifestyle.
- The PPG had a stall at the local Country Show with demonstrations on healthy breakfasts and lunch boxes for children, with taster sessions for the public.
- Teenage lifestyle event is being organised by the PPG in conjunction with doctors, nurses, and other specialists to meet needs expressed by the students.
- The PPG are in the process of assisting the Practice with a Carers Event for Carers Week in June. This reaches another hard to reach group.
- In response to an NHS decision to close all out-patient services in Winchcombe, PPG surveys and patient admission figures showed a major need for physiotherapy services. The PPG has positively influenced plans for a major extension of 300sq.metres to the surgery which will provide extra consulting rooms and rooms for a physiotherapy service. This has been accomplished by discussions at Director level with Linda Prosser (local commissioning director a NHS Gloucestershie) and building developers. Linda described the group in her presentation as “the active and constructive PPG at Winchcombe”
  - PPG held surveys that led to changes in working practice in Reception. As a result of concerns shown over privacy, a screen has been put up to prevent patients overhearing conversations at the Reception desk. Also procedures have been amended for the follow up of medical tests. Further improvements include a room for a walk in blood pressure monitor for patients to use and forward results to the nurse. The practice is continually working to improve the appointment process in response to patient feedback.
  - The PPG promotes the practice issues within the community by speaking on local radio, taking space in a local magazine and using the Practice and town websites.
Highcliffe and Mudeford PPG, (established 1993), has worked in partnership with medical and nursing teams at the Medical Centre (HMC) to ensure delivery of high quality services reflecting needs of our patients. A “critical friend” to the Practice team, PPG members are proactive in identifying and sharing research based clinical and workplace practice; providing feedback from fellow patients, demonstrating commitment to core values of the NHS; monitoring and challenging service provision; promoting equality and equity; supporting procedural change and empowering practice staff to embrace the philosophy of continuous improvement.

Key activities:

**The N.A.P.P. conference 2012 highlighted challenges implicit in NHS reforms** and ideas generated provided the impetus for the PPG to set about reviewing its purpose, skills mix, activities and terms of reference. A series of workshops were facilitated to develop strategic knowledge and potential of PPG members, enabling the group to offer an effective voice within the local community and to contribute, participate and engage in the consultation led by Dorset Clinical Commissioning Group. Collectively the group intends to influence and promote patient choice as locality based NHS services are reviewed and reconfigured.

**Patient Reference Group development.** The Direct Enhanced Services (DES) initiative enabled the PPG to work closely with the Practice in devising and co-launching the Patient Reference Group (PRG) survey.

**Primary Care in house research.** Results analysis of the 2012 PRG survey highlighted patient concerns regarding quality of the reception experience. GP partners asked the PPG to undertake an in-depth review of reception activity and procedures. Methodology adopted included quantitative data from direct observation, qualitative data from staff questionnaires and interviews. Detailed preparation was undertaken, in partnership with key staff, to gain co-operation and trust. Sixty- two hours of structured observational research within the practice environment was undertaken and documented. Periodic reflection ensured that we had captured appropriate data and that the final report would provide a true insight into the nature of the current challenges experienced by patients and staff at HMC.

**A detailed research report** presented to the practice Partners in September highlighted the following key themes: Patient/staff related issues reflecting reception process and procedures. Prescription pathways and factors causing delays. In-house staff, HR, management and communication; workplace ergonomics; Infection control / health and safety; IT/telephone issues. (Support provided to practice to implement action plan.)

- ‘**Be Health Wise**’ is the PPG managed health information centre, established by an award from ‘**Growing Patient Participation Campaign**’ and matched funding from the Practice; “**Be Health Wise**” informs and empowers patients to self care, make choices and manage long term health conditions. Affiliated to PIF - **Patient Information Forum** – ensuring quality and addressing health literacy issues.
The N.A.P.P. Website

We are experiencing a sustained increase in the amount of traffic visiting our website since we revamped last year. The resource has become an invaluable depository with a wealth of information for potential, newly formed and experienced PPGs. However our analysis would suggest that it is not being used by 60% of our affiliates. We would urge you, if you haven’t done so already to contact our Membership Secretary, Edith Todd in order to receive your member’s password.

You can still browse certain sections of the website without logging in but there is a wealth of material only available to bon-a-fide affiliates.

Why not visit our website soon at www.napp.org.uk

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If you have any suggestions to make concerning our channels of communication with you be it the website, newsletters, e-bulletins or emails please let us know.

Equally we are always grateful for news from our PPGs in order to share with our members. Activities, photographs etc are especially welcome.

N.A.P.P. Corporate Member