



Registered Charity No. 292157

## **E-Bulletin from the National Association for Patient Participation: Issue 17: April 2008**

### 115. Listening Makes Sense

N.A.P.P. has been closely involved in a major national research project looking at the experience of older people and their carers using the urgent care system. This was based on the use of discovery interviews. These are loosely structured interviews with patients and carers which are transcribed and then shared anonymously with staff who have been involved in their care.

Our involvement included two workshops, one in Derby and one in London, at which preliminary findings were shared and those present were able to comment and help to interpret the messages. The research, led by City University, has now been completed and the website below (which is still being developed) includes patient and carer stories that have been re-enacted to great effect.

[www.city.ac.uk/listeningmakessense](http://www.city.ac.uk/listeningmakessense)

### 116. GP contract (1)

We have fielded a number of queries lately about the changes that have been made to the GP contract. Our members have been particularly interested in the arrangements for extended hours and we note wide variations in the extent to which practices are engaging with their Patient Participation Groups when taking a view on whether or not to offer extended hours. It seems obvious to us that PPGs should be key consultees in such decisions. Further details on the changes are provided below.

<http://www.nhsemployers.org/pay-conditions/pay-conditions-3327.cfm>

### 117. Picker and sharing good work

The Picker Institute is planning a new publication offering practical guidance on using patient feedback, and featuring case studies that demonstrate service improvement. They are looking for examples across all sectors and settings which could include successful approaches to publicising patient feedback (such as posters, flyers, media coverage etc); active engagement of patients and staff in improvement activities; and effective action planning. Any PPGs or PCTs that would like to share their successes are invited to contact Danielle Swain at [danielle.swain@pickereurope.ac.uk](mailto:danielle.swain@pickereurope.ac.uk).



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118. GP contract (2)

There has also been interest in the financial incentives for practices to have a Patient Participation Group. These flow from the points that are awarded as part of the Quality Outcomes Framework in the GMS contract that governs most practices. The full guidance can be found at the foot of the link below under the Patient Experience heading.

It is important to note that (a) practices can secure the same funding without setting up a Group though some Primary Care Trusts are very forceful in promoting PPGs in their practices (b) the sum of money per point varies according to the local population and (c) the relevant section which is labelled PE6 is unaffected by the recent contract changes. Hope that this makes sense!

[http://www.bma.org.uk/ap.nsf/AttachmentsByTitle/PDFQOF2006/\\$FILE/Quality+and+outcomes+framework+guidance+-+Feb+2006.pdf](http://www.bma.org.uk/ap.nsf/AttachmentsByTitle/PDFQOF2006/$FILE/Quality+and+outcomes+framework+guidance+-+Feb+2006.pdf)

119. Local Involvement Networks

The Long Term Conditions Alliance (LTCA) is undertaking a project to promote voluntary sector engagement with Local Involvement Networks. These LINKs are now coming into force in England as networks of voluntary organisations. They replace the PPI Forums which had replaced the Community Health Councils. Brenda Cook, the project worker carrying out this work, is available to come along to events and meetings to talk about the opportunities that LINKs bring for voluntary sector organisations and groups. For more information about this project please contact Jessica Hadden at the LTCA on 0207 8133643, email [links@ltca.org.uk](mailto:links@ltca.org.uk).

120. And finally...

I stumbled across this rather interesting area of the Department of Health website which may be of interest to any PPGs who are interested in a campaigning approach to their work.

<http://www.dh.gov.uk/en/News/Currentcampaigns/index.htm>

Kind regards

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