

E-Bulletin from the National Association for Patient Participation: Issue 36: December 2009

249. Survey of Welsh attitudes to GP services published

The findings of the 2008 Living in Wales survey have now been published. They include a [chapter](#) covering residents' views on GP services. Over 90% of service users were positive about how much involvement they had in decisions, being treated with dignity and respect and with the service that they received during their appointment. However, just over one in ten respondents were dissatisfied with their first point of contact with their surgery. The number who were dissatisfied with the time that they had to wait for an appointment decreased from 23% in 2006 to 21% in 2008. *(With thanks to Dana Evans for bringing this survey to our attention).*

250. New Communications toolkit launched for PPGs

A new [communications toolkit](#) for Patient Participation Groups has been launched as part of the *Growing Patient Participation* campaign. This was developed with a sounding board of PPG members, practice managers, GPs and PCT leads in patient and public involvement. The toolkit should help to promote PPGs, to aid recruitment and to build awareness among the wider practice population. An easy print version has been provided and hard copies can be requested by emailing campaign@growingppgs.com.

251. How Primary Care Trusts are Supporting PPGs

A second newly released [campaign resource](#) describes how Primary Care Trusts in England are supporting the formation, development and maintenance of PPGs. The examples are drawn from NAPP's work with PCTs across England but they are almost all equally relevant to other countries in the United Kingdom. The good practice includes running networking events for PPGs, linking PPGs to key local health challenges, identifying local champions and publicising success stories.

252. Get Involved...

NHS Choices now includes a [page](#) that highlights some of the ways in which patients and the public can get involved in the development of health and social care in England. As well as linking to the Growing Patient Participation campaign, it also explains the role of [Local Involvement Networks](#) and reaffirms the commitments in the [NHS Constitution](#).

253. RCGP update on revalidation

Starting in 2011 all doctors in the UK will need to show that they are up-to-date and fit to practice medicine. The system, called revalidation, is the subject of an extremely clear flyer produced by the RCGP entitled [Revalidation: information for patients](#). It describes what doctors will need to do in order to continue to practice and includes a requirement for doctors to seek the views of patients and colleagues on their performance.

254. The Information Standard

The Information Standard is a new certification scheme for England which is intended to offer the public an easy way to identify reliable sources of health and social care information. The scheme is voluntary but its supporters believe that certification will increasingly be seen as an essential requirement for organisations who pride themselves on the quality of their information. More information, including a brief film presentation can be found on the Information Standard [website](#).

255. NHS Alliance 2009 Conference report

The [report](#) of the NHS Alliance Conference 2009 is a highly readable and informative review addressing some of the main issues confronting the NHS at present. The Conference featured a high quality array of speakers, including the Health Minister, Mike O'Brien, the Shadow Secretary of State for Health, Andrew Lansley and the Chief Executive of the NHS, David Nicholson.

256. City University Research into Care of Older People in Acute Settings

New guidelines have been issued defining best practice for older people in acute care settings. Full details can be found at the City University [website](#) and three fundamental themes are highlighted:

See who I am:

Patients want to staff to know what is important to them, and relatives want staff to value what they know about the patient.

Creating community: “connect with me”:

A connected and two-way relationship with staff gives patients and relatives the reassurance that staff will care for them and meet their needs.

Sharing decision-making: “involve me”:

Patients and relatives want to understand what is happening, and to be given ongoing involvement in decision-making.



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257. [Involve](#)

INVOLVE promotes public involvement in NHS, public health and social care research. Their recently published [report](#) considers the impact of this activity following an in-depth review of published literature. Their main findings are that patient and public involvement can improve the design and ethics of research projects, help with recruitment and is likely to strengthen qualitative research.

258. [Department of Health consultation on patient rights](#)

Click [here](#) to learn more about the consultation that has been launched on patient rights in England.

259. [BMA launches general election manifesto](#)

Click [here](#) to to view the launch of the BMA general election manifesto on youtube.

This is our last ebulletin for 2009. We would like to thank everyone who has supported us throughout the year and to wish all of our readers the best possible 2010.

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