



Registered Charity No. 292157

E-Bulletin from the National Association for Patient Participation: Issue 31: July 2009

213. Report on the 31st Annual NAPP Conference

The 31st Annual Conference took place on 6th June in Coventry. Its focus was on the role of PPGs in working with their practices to respond as well as possible to the needs of patients. Workshops also looked at health promotion, communication and commissioning of services. A full report on the Conference, together with the speaker presentations can be found [here](#). Next year's Conference will be held in the Sheffield area.

214. NAPP Members Survey

The June ebulletin summarised the main findings from the 2009 Members Survey undertaken by NAPP. The full report can now be found in the Members Section of our [website](#). If you are affiliated to NAPP and you need the login details, please email Audrey@napp.org.uk and she will be pleased to help. We are gradually increasing the content in the members section which will soon include a blog where members can ask questions of each other: this was one of the outcomes from the survey findings. The next NAPP Board meeting will consider the full results in detail.

215. Practice and PPG websites

NAPP has been asked to work with NHS Walsall and its PPGs (and other community groups) to develop the best possible practice websites. We would love to hear from you if you feel that your practice has a good site (regardless of whether or not there is a PPG page on it). If you like your site, it would be much appreciated if you could email the link to graham@napp.org.uk with a few thoughts on what you like about it. Here is an example of the St Leonards Surgery [website](#) that has an excellent Patient Participation Group page within it.

216. Growing Patient Participation campaign

The Growing Patient Participation campaign brings together the NHS Alliance, the British Medical Association, the Royal College of General Practitioners and NAPP to promote more and better PPGs. A key part of the campaign (and the top priority from our members' survey) is to capture and share PPG activities. If you are willing to share what your Group does, please just email campaign@growingppgs.com and let them know a little about your Group and how they can contact you. They will then get in touch and your PPG may feature on the campaign website and other resources. Listen [here](#) to the podcast describing what the campaign aims to achieve.



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217. The English General Practice Patient Survey (GPPS)

The results of the English GPPS have now been [published](#). These are based on over 2 million responses to more than 5 million surveys that were circulated. Headline findings are presented in the summary document and the website also allows a detailed analysis of results at Primary Care Trust level. The survey results on access have a direct impact on practice income in a process which has been strongly [criticised](#) by the British Medical Association (BMA).

218. BMA views on access and responsiveness

Sticking with the BMA, they have published their own study (using an approach similar to the one adopted by NAPP last Autumn) to capture the views of practices on how to increase the ways in which GP surgeries can meet the needs of individual patients. The [document](#) includes a strong endorsement of PPGs, as well as highlighting good practice in appointment systems, communications, use of IT, staff training and so on.

219. Picker study on Patient and Public Engagement in Commissioning

The Picker Institute has completed a [survey](#) of English PCTs looking at the impact of World Class Commissioning on their engagement with patients and the public. They conclude that World Class Commissioning has helped to “boost the status of patient and public engagement” and that “PCTs are working towards earlier, more systematic and more strategic engagement... PCT budgets for engagement and communication have been maintained or increased, and there are more whole-time equivalent posts in, or related to, engagement.”

And finally...thank you to all of our members for your continued support for NAPP. Do keep in touch as we love to learn from you and to share PPG achievements across our network.

Kind regards

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National Association for Patient Participation

www.napp.org.uk

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