



Patients Matter

Charity No. 292157

N.A.P.P. Quarterly Newsletter.

Summer 2011

N.A.P.P.

2011

Annual Conference Report

The 33rd Annual Conference and AGM were held on Saturday the 11th June at the Grange Hotel Bracknell Berkshire. The weather was kind and delegates successfully navigated the traffic to reach the venue. 140 delegates attended and the evaluation results would suggest that the majority found the event informative and stimulating.

A big thank you to our key note speaker Clare Gerada Chair of Council RCGP, our workshop speakers, and our Patron and chair for the day - Sir Denis Pereira Gray. Thanks also to our delegates who were made up from PPG representatives from afar afield as Northumberland and Cornwall together with a sizeable number of health professionals.

The theme of this year's conference was 'Patients Matter' and a full report is available on our website at www.napp.org.uk

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official partner of N.A.P.P.

Conference Key Note Speech

Despite her recent accident, Dr Clare Gerada, Chair of Council, Royal College of General Practitioners opened the conference with a powerful keynote address by video-link on the theme '**We are all patients**'. Dr Gerada emphasised that patients are vital in the new commissioning agenda, stressing that GPs must engage with patients in the consulting room, involve them in the practice (in Patient Participation Groups) and in commissioning, thus putting patients at the centre of healthcare decisions.



Dr Clare Gerada,

Dr Gerada encouraged patients to push their practice to have a PPG and local consortia to have a lay chair. A new Directed Enhanced Service for Patient Participation in the GP contract gives practices the opportunity and resources to establish a PPG, supporting Dr Gerada's plea. N.A.P.P welcomes this development and has extensive experience and resources essential to assisting practices in meeting this requirement.

Throughout her address Dr Gerada stressed the benefit of continuity of care and the importance of the need for a consistent high

quality health service across the country, with equality of care that is free at the point of need.

Dr Gerada gave a feisty speech and it was followed up by a wonderful question and answer session over Skype, setting the scene for the rest of the day which was devoted to workshop sessions for the participants to look at national issues and to share their experiences about Patient Participation Groups.

A full programme of workshops on national issues including *PPGs as partners in GP-led commissioning*; the *Patient Revolution* – the role of PPGs in supporting greater choice and control; and *PPGs supporting general practice* - to meet GP contract requirements for patient participation; drew record attendances.

N.A.P.P's Patron, Sir Denis Pereira Gray OBE, FRCP, FRCGP, FMedSci, chaired the proceedings and rounded off the day with a thoughtful overview of academic evidence reinforcing the case for putting patients at the centre of healthcare decision making.

In the last issue of the Newsletter (Spring 2011) we made a request to start up a letters section. To date we have not received anything for publication. We also requested interesting articles and photos to be sent for insertion. We have on the pages 4-6 two excellent contributions. On pages 4/5 a recently formed and affiliated patients' forum, and pages 5/6/7 a PPG inspired networking conference.

Why not send your news to the Editor. Ideally electronically at danny.daniels@napp.org.uk. If that is not possible please send by mail to:-

Danny Daniels, 21 Croffta, Dinas Powys, Vale of Glamorgan, CF64 4UN.

Thank you in anticipation of a summary of your PPGs activities.

A Collage of Conference Photographs



Individual photographs of the conference may be accessed by going to <https://picasaweb.google.com/114721965549934375909/ConferencePiccies#> where you can download copies. A section devoted to the Conference workshop sessions is available on the N.A.P.P. website.

Patient Participation DES (Directed Enhanced Service):

N.A.P.P expertise and resources have been heavily in demand since the introduction of the new Patient Participation DES requirement into the GP contract from April this year. To date N.A.P.P has provided training sessions for practice managers and GP's in Northamptonshire, Avon, Dorset, Hampshire, Wiltshire, Bedfordshire, Hertfordshire and Milton Keynes. Further sessions have been requested in the West Midlands and inner London.

Sandhurst and Owlsmoor Patient Focus Group

We are made up of patients from the surgery who initially were invited by GPs and practice managers as representatives of the population. We all have individual skills in different types of illness/disabilities or are carers. We come from both Owlsmoor and also Sandhurst practices. Our terms of reference mean we can have up to 15 members and we can of course co-opt members for certain activities.

We have already held a survey of patients, the results of which were discussed by the Practice and one of the outcomes was to bring forward by half an hour the phone line would open.

We are currently in talks with the GPs and staff with regards to a pilot for an appointments system. Appointments seem to be a contentious issue with some patients and it is very difficult to suit everyone, but they are trying.

We are also going to co-ordinate with another survey and more comprehensively to more people, although we contacted 300 patients at the time.

The first ever Health event by the Sandhurst and Owlsmoor Patient Focus Group was held at the Sandhurst Community Hall with a presentation by one of our members who had suffered loss of limbs through a terrible illness and made a remarkable recovery with prosthetics and lots of will power. His presentation was awe-inspiring and amusing for everyone who came. This event enabled us to learn how to do better next time, building on the good work we had achieved. We had for the first time various health support groups both nationally and locally for example, 'The Sandhurst Stroke Club' and the National Diabetes Charity among others. The surgery was able to support us with some initial funding to help us with the booking of the hall and refreshments.

The second such event in 2010 focused on Men's Health, and was held in the November,

with Mr Bruce Montgomery, an eminent Urologist from Frimley Park Hospital, giving a very amusing and informative presentation on Prostate Health.

We

were able to offer him a small donation to the Prostate Project charity as a 'thank you'. Again we had many of the charities including the *Prostate Project Charity* and of course other support groups. The local Residents' Association helped with the financial support with this event. Our '*Love your Heart*' event with a presentation by Dr Will Orr from Royal Berks Hospital was another successful evening and was supported by several doctors from the practices. Again we had invited many exhibitors including Talking Therapies (from Berkshire Health), Bracknell College, Sandhurst Joggers Club, health and exercise, Nutrition, BMI testing, smoking cessation, alcohol awareness and blood pressure testing. The local IT company helped us set up the projector and we had volunteers doing the refreshments. We also had a volunteer from the Red Cross demonstrating CPR.

These events were sponsored by Waitrose and the Residents Association with welcome funds. By promoting 'good health' events in the community, this helps everyone and not just only patients of the local surgery.

We are now looking at helping with a pilot for appointments and will be feeding this information via our local resident's magazine. For the future we intend to co-ordinate a major survey and organize another health event for 2012.

Sylvia Trevis
Chairman of the Sandhurst and Owlsmoor Patient Focus Group.

Photographs concerning the above events are displayed on the following page

Our thanks to Sylvia and the Sandhurst and Owlsmoor Patient Focus Group for submitting this article. It demonstrates pro-activity and true partnership between the respective practices and their patient groups. We wish them well for the future.

Danny Daniels Editor



Janice House and Sylvia Trevis (chairman) with the speaker, Dr Will Orr, Consultant Cardiologist at the Royal Berkshire Hospital before the 'Love Your Heart' event



Blood Pressure Checks as part of the event



Activities at the Men's Health event

WestBank PPG Conference Exminster

Last year it was proposed that in light of the impending NHS reforms set out in the White Paper, with its ubiquitous references to Patient Choice, Patient Voice, Patient Involvement, Patient-led NHS, it would be an opportune moment to host an event. The objective was to facilitate the meeting of local Health Professionals, from as many sectors and agencies as possible, together with interested patients with a view to discussing how these changes might impact on our local services, and how best to maximise any benefits and improvements whilst preserving what is most valued.

YOU and YOUR NHS.....shaping the future together was the outcome. ***(continued on next page)***

YOU and YOUR NHS - shaping the future together



Speakers and Conference Organisers

To download an extensive report please follow the link:-

[http://www.easygp.net/site253/documents/WPPPG_REPORTdraft -
_no audio photos compressed.pdf](http://www.easygp.net/site253/documents/WPPPG_REPORTdraft_-_no_audio_photos_compressed.pdf)

(A précis of the speakers' deliveries): -

Keynote Speech

Dr Michael Dixon OBE, Chair of NHS Alliance and Cullompton GP

After expressing his admiration of the facilities and services available at the Westbank Health and Community Centre, Dr Michael Dixon delivered an uplifting speech that cut through the current political rhetoric to the issues that he feels are most at the heart of the NHS of the future, whatever the policies of the government of the day, and outlined the important proposed reforms

Expert Patient Programme

Carmel Fanconi and Chrissie Beacham

Carmel Fanconi then gave an interesting presentation about the Expert Patient Programme whose tutors are volunteers, all of whom have a long term health condition including herself. The EPP is a self-management course for all patients (over 18 years of age) with a long term health condition. Its aim is to empower people and help them gain confidence and take responsibility for their own care.

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What I See

Rev Paul Morrell

As expected the Rev Paul Morrell, of St Paul's Church, Burnthouse Lane, Exeter, pulled no punches in an impassioned speech on his view of the current and future NHS. Though peppering his discourse with many amusing and entertaining anecdotes and memories of his time in the NHS, the Rev Paul spoke of the worrying things that he sees around him today

N.A.P.P. Updates on National Matters

N.A.P.P is currently offering a special package to practices on a locality basis (minimum 12 practices) which includes an intensive half day 'getting started' session, the 'Quick Guide' and first year N.A.P.P membership for £100 per practice (Affiliation in the first year is £50 tapering to £30 per year thereafter) This package draws on N.A.P.P's thirty plus years of patient participation experience as the only umbrella organisation for PPGs in the UK.

For more information contact Edith Todd at edith.todd@napp.org.uk

***** NEW PROJECT*** - PPGs and Commissioning:**

N.A.P.P. has secured funding from the Department of Health to run a short term project aimed at supporting PPGs to influence the new GP led clinical commissioning groups (CCG's). The project will work with PPG members from several pilot sites to produce and test an accredited learning and development programme that helps PPGs to better understand commissioning & ways in which they can get involved. NAPP aims to develop a number of PPG 'commissioning champions' through the project who will be able to support other PPGs to have an effective input into commissioning. More information to follow in the next month.

NHS Future Forum and government 'Listening Exercise':

As we do not usually publish a July e-bulletin we felt it important to alert you to the outcomes of the governments listening exercise which emerged in June. You may have already had this information but the final response document setting out the proposals and changes recommended by the NHS Future Forum can longer be accessed on the DH website. However we do have a copy in pdf format which we will post on our website. (www.napp.org.uk)

NHS Future Forum to carry out new work on key health issues

The Government has asked the NHS Future Forum to continue a new phase of conversations with patients, service users and professionals following its listening exercise on the proposals to modernise the NHS.

The NHS Future Forum, a group of health experts led by GP Professor Steve Field, will provide independent advice on four themes:

- **information:** how to make information improve health, care and wellbeing
- **education and training:** how to develop the healthcare workforce to deliver world-class healthcare
- **integrated care:** how to ensure the Government's modernisation programme leads to better integration of services around people's needs
- **the public's health:** how to ensure the public's health remains at the heart of the NHS.

If you wish to take part you can

- get involved in public conversations at <http://healthandcare.dh.gov.uk/new-forum/>
- submit private comments using this [feedback form](#)
- email nhsfutureforum@dh.gsi.gov.uk

Healthwatch Pathfinders:

In *Liberating the NHS: Legislative framework and next steps*, the Government committed to inviting local authorities and LINKs to develop HealthWatch pathfinder organisations to help with the preparations for local HealthWatch.

The Health Secretary Andrew Lansley announced the successful Pathfinder bids on the 3rd August. A list of the pathfinders can be found here.....

[Local HealthWatch pathfinders announced | Modernisation of health and care](#)

Healthwatch Pathfinder plans should reflect how the LINK and local authority can, and will, take forward the government's vision that the local HealthWatch builds on LINKs' functions and add the building blocks of the new local HealthWatch functions in readiness for April 2012.

Local authorities and LINKs with HealthWatch pathfinder status are being asked to think about how they might take forward and develop some of the modelling work, and test this out and evaluate it during the transition year. This would help other LINKs and local authorities to learn what could work in their areas.

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