

Spring 2006

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N.A.P.P. 28th Annual Conference Swindon

This year's annual conference and AGM is promising to be an informative and interesting experience. The Title of the Conference is

'Patients Are People Too':

And the underlying theme is :-

'Improving the Patient Experience'

It takes place on Wednesday 7th June at the Corus Hotel Swindon which is not far from junction 15 off the M4. Reservations for the event are progressing well and at the time of going to press we have 30 secure bookings.

We have managed by the generous sponsorship of EMIS to keep the price for the conference down to last year's figure and at £25 per affiliate we feel that it is a bargain. By the time you receive this publication there will only be a couple of weeks before the Conference left. We would strongly advise you to reserve your place by contacting Audrey Hoggard our Hon. Secretary.

Trustee Changes

Sylvia Guyler and John Barlow have decided to step down as Trustees of N.A.P.P. after many years service to the Association. The Executive Board would like to pay tribute and thank both of them for their contribution to Patient Participation. However we are not losing them entirely. Sylvia has indicated that she is happy to carry on representing N.A.P.P. in the Plymouth area and John is gearing up to film our new Video/DVD on Patient Participation. We are pleased to announce that Sandy Gower FIHM, Managing Partner of the Bennetts End Surgery in Hemel Hempstead has joined the board as a Trustee.

Awards for Quality and Good Practice

application as soon as possible. This year the award is worth £3000 and all details may either be accessed via the internet or by writing to:-

Awards Secretary
Royal College of General Practitioners
14 Hyde Park Gate
London
SW7 1PU

3. Recent Surveys

The recent survey of N.A.P.P. affiliates secured a 46% response rate (many thanks to all who took part). The most common areas of activity came under the general headings of patient information, health promotion work and strategic advice. PPGs also reported a number of areas of interesting good practice and we will be following up on these in the coming months.

The survey also asked affiliates how N.A.P.P. might best support their work. The top three responses, in order of priority were (a) sharing of good practice examples (b) a directory of PPGs with their activities and (c) offering a link to a local N.A.P.P. adviser. Fortunately, work on sharing good practice has reached quite an advanced stage (thanks to a grant from the Department of Health).

In addition, we are submitting a bid to the National Lottery that would allow us to strengthen our local network of volunteers. We are beginning to make progress in this context and are pleased to have recently recruited Bob Bryant to cover Devon and Peter Marshall who will serve as a local adviser to Berkshire West. Finally, we are actively considering the directory but there are some tricky data protection and cost issues involved.

Over the same period, we surveyed every Primary Care Trust (PCT) in England. 83 replies were received and the survey indicates that one in five practices across England has a PPG. Over half of the managers who replied considered their PCT to be active or very active in promoting PPGs. They also gave us a further 18 examples of good practice and 24 of the respondents expressed an interest in working more closely with N.A.P.P. in future.

The following three items are all concerned with the topic of Best Practice

1. Draft Awards Scheme

Nearly 20 PPGs submitted their views on the proposed awards scheme. This was conceived as a way of sharing and encouraging good practice. There was no clear message in the responses. Some of you felt that it was a useful checklist and a worthwhile reminder of the breadth of PPG activities. Others felt that it was not necessary, fearing that it would come to be seen as just more paperwork. Given the mixed reception, the Trustees have chosen just to include it within the Handbook that is supplied to members, for them to use if they wish. We are grateful for the feedback that we received.

2. Affiliate Success

The Wilson Practice PPG was awarded the RCGP award for patient participation in 2005. Their submission related to the creation of a Men's Weight Loss and Fitness Group and their application included extensive supporting literature:

- The PPG Constitution and aims and objectives
- Posters advertising their educational talks and the Weight Loss & Fitness Group
- Literature on tackling the epidemic of excess weight among men
- Copies of recent committee meeting minutes
- Sales quotes and product information for the IT equipment that they purchased with the award of £2,500 (now £3,000)

- A full overview of what the IT equipment was wanted and how it would be used

3. The RCGP Patient Participation Award. This annual award was gained by one of our affiliates in 2005 (See above)

The closing date for this year's award is by the end of July and affiliates considering submitting an entry are advised to commence their

N.A.P.P. provides evidence to the expert panel on PPI

Earlier this year, the government established an expert panel on patient and public involvement (PPI) to make recommendations to ministers about the future of PPI. N.A.P.P.'s Chief Executive, Graham Box, was asked to give evidence to this panel. In his submission, Graham expressed his belief that responsibility for PPI needs to run throughout organisations and not just be seen as the job of the PPI lead. He suggested that the NHS needs to become more skilled at collecting feedback from users and carers as they access services, rather than relying on annual surveys to provide feedback. Finally, Graham argued that, aside from their role as service providers, PPGs should be seen as a valuable resource to provide feedback to local and national decision-makers.

The panel was due to report by the end of April but it is not clear when their findings will become public.

Connecting for Health Joint Events

N.A.P.P. has organised three regional events in partnership with Connecting for Health (who are providing the necessary funding). These are an opportunity to learn more about the electronic health care record in the morning, and about PPGs in the afternoon. The first has already taken place in Derby and 23 individuals representing a number of PPGs within the area attended. We are currently evaluating the event but initial response would suggest that it was successful.

The next of these will take place in Coventry on 29th June and in Devon, probably in July. If you would like any further information, please contact Audrey Hoggard on 0114 287 4035. The sessions are free and should be a valuable networking opportunity for PPGs in the area.

Heart surgery in Great Britain

More than 30,000 people have heart surgery in Great Britain each year. Understanding the benefits and the risks associated with different types of heart surgery is important for all patients.

A website has been developed by the Healthcare Commission, the independent regulator of healthcare in England, and the Society for Cardiothoracic Surgery in Great Britain and Ireland to help patients who need heart surgery to make informed choices about their care and treatment. The Healthcare Commission is committed to driving improvement in the quality of both the NHS and independent healthcare services and to making sure that patients are at the centre of everything we do.

The website provides, for the first time, important information about the rates of survival for patients who have had certain types of heart surgery at different surgical units across Great Britain. It also provides general information about different operations, the benefits of having heart surgery, and details about what to expect after you have had an operation.

How to use this information

Patients who need heart surgery may find it useful to discuss the rates of survival for particular surgeons or hospitals with their GP, surgeon or cardiologist before making a decision about their care and treatment

The website may be accessed at

<http://heartsurgery.healthcarecommission.org.uk>

Wanted

Articles, Letters, Photographs for publication in order to share your experiences of Patient Participation Activities with others.

Write or email your contribution to the Editor.

Contact details on Page 7

The North Brink Practice PPG Bereavement Befriending Service

North Brink PPG has established a volunteer service that helps the recently bereaved to come to terms with their loss and to assist them through the grieving process. The volunteers undergo extensive training from a Cruse trainer so that they can offer help, support and a listening ear to the bereaved. The PPG stresses that they are not trained to be counsellors.

The process begins with the Doctors at the practice referring patients who need support after a bereavement. The befrienders then make contact and arrange a mutually convenient time for the first visit. Their duties include:

- Helping the bereaved talk about the events surrounding their loss
- Allowing the bereaved to relive the experience of loss if required
- To give reassurance and explain the grieving process
- To make sure that the bereaved understand that their feelings and emotions are normal

To help them to explore ways of coping with their new feelings affirming their courage to grieve

Phil and Derek Fowles, who initiated the service, would like to record their thanks to the Voluntary Services Manager at N. Cambs (Fran Monson) and their Cruse trainer (Judy Sansom), as well as the former PPG chairman (Peter Dennis) and the Doctors at the practice.

Anyone requiring further information about this service should contact Audrey Hoggard at N.A.P.P. (0114 287 4035).

Successful Electronic Transfer of a Patient's Medical Record at Second Pilot Site

The second live trial of GP-to-GP has successfully completed the electronic transfer of a patient's health care record from one GP surgery to another, NHS Connecting for Health has announced.

The patient health care record was electronically transferred from Cowes Health Centre to Grove House Surgery on the Isle of Wight, via the NHS Spine using GP clinical software supplier In Practice Systems' Vision software.

This second pilot follows the successful first live trial of GP-to-GP transfer of electronic patient records on Tyneside last year between practices using EMIS GP clinical system software.

GP-to-GP transfer of patient records means the complete electronic patient record is transferred directly to the new surgery's computer system, rather than being sent in paper format and then having to be re-input manually.

As well as ensuring that records are more accurate, the electronic record transfer will dramatically speed up the current process of paper-based transfers, which can take up to six weeks to complete. Some 3.3 million people change GP every year so GP-to-GP transfer will maximise the value of existing GP systems and improve the working day in many surgeries.

Dr Paul Cundy, chairman of the British Medical Association's General Practitioners' Committee (GPC) IT committee said:

"The electronic transfer of patient records from one GP surgery to another is an enormous benefit for patients and practices

alike.

"This successful second live trial demonstrates that good progress on this very important component of the work of NHS Connecting for Health to modernise NHS IT is being made."

A third live trial in another primary care trust is due to commence later this year, transferring patient records between both types of GP clinical system.

The GP-to-GP project team is moving at a measured pace, working in conjunction with the GPC and the Royal College of General Practitioners (RCGP) through the joint GP IT committee. National roll out of GP-to-GP transfers will commence following the successful conclusion of live trials.

UK Worst of Six Developed Countries in Supporting Patient Involvement

A report published on the 24th April by leading medical research charity, the Picker Institute, reveals significant weaknesses in involving patients in their healthcare in the UK as compared to Australia, Canada, New Zealand, Germany and the USA. Analysis of data from international patient surveys compares performance in relation to six indicators of patient engagement and the UK scores worst in almost all of the areas examined*.

The paternalistic attitude of UK health professionals is criticised as a major barrier preventing patients from taking an active role in managing their healthcare. What patients clearly want, says the Institute, is advice from professionals who are good communicators, who have sound, up to date knowledge and skills, who respect patients' preferences and are able to offer support in helping them to help themselves. What they are getting is a health service that lags way behind other

countries in recognising and supporting patients' active role in protecting and promoting their own health. These results show that the NHS is very far from being patient-led.

Angela Coulter, Chief Executive of the Picker Institute and author of the report, calls for a major change in the way professionals work with patients in the UK. "The policy direction for patient and public involvement is clear, but the sector must be bolder about challenging and modernising its own culture and attitudes. Professionals should be encouraged to recognise their responsibility to promote health literacy and disease prevention, support self-care and self-management and involve patients in the decisions that affect them."

She added, "Professional leadership, training, performance monitoring, and quality assurance should all come under scrutiny for the contribution they should be making towards turning around an outdated, outmoded culture. Similarly, regulatory and other bodies, such as the General Medical Council, the Healthcare Commission and the Royal Colleges all need to take a self-critical look at the low priority they currently give to the issue."

According to the report, British patients are the least likely to receive advice from doctors on disease prevention and lifestyle changes and patients undergoing surgery in British hospitals are less likely to have access to information about their surgeon. Fewer British patients are involved in treatment decisions, and they are less likely to take part in a medication review or be given information about medicine side-effects than those in the other countries.

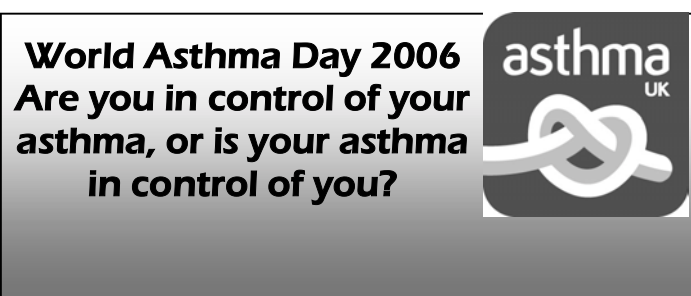
When asked about support for self-care and self-management, UK patients were also less likely to be given clear instructions on what to do about monitoring and managing their treatment than those in all the other countries, except the USA. Fewer than one in five British people with chronic conditions had been given a selfmanagement plan.

(continued on page 6)

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This, says Professor Coulter, is precisely why a major change in the way professionals work with patients is critical: "A patient-centred NHS should be focusing its energies on improving the quality of face-to-face interactions between healthcare professionals and patients, and less on consultations via the current plethora of committees.

"Engaging patients more actively in making their own health decisions and supporting their efforts at self-care are the basic building blocks to a more cost efficient, financially sustainable NHS which we can't afford to ignore."



World Asthma Day 2006
Are you in control of your asthma, or is your asthma in control of you?

asthma UK

The World Asthma Day took place on Tuesday 2 May, Asthma UK, in partnership with the General Practice Airways Group (GPAIG) and supported by GlaxoSmithKline, was launched as a UK-wide campaign to raise awareness of asthma control amongst adults with asthma.

As just 1 in 5 adults with asthma in the UK currently have their asthma under control with very few or no episodes of asthma symptoms, over 3 million adults with asthma are living with symptoms that impact unnecessarily on their lives.

The campaign aims to raise awareness that, if their asthma is well controlled, people shouldn't have to miss out on the things that they want to do – whether that's playing with their children, going to the gym or simply sleeping well at night.

To tackle this problem Asthma UK is launching the Asthma Control Test. This is a 60-second five-point questionnaire that helps

people to understand how well their asthma is controlled with a simple score out of 25, followed by advice on what to do next. If their score indicates that their asthma could be better controlled people will be encouraged to go and see their doctor or asthma nurse.

This campaign will also be the first ever asthma control "census" in the UK. When people do the test they will be encouraged to submit their score to Asthma UK by mail or online. A website will enable people to compare their score with people in their region, age group and even some celebrities with asthma. The scores will also be collated by Asthma UK to paint a picture of asthma control across the UK.

To promote the campaign, Asthma UK will be seeking to get coverage in the media as well as using press and online advertising and distributing fliers.

Ahead of this month-long campaign, Asthma UK and the GPs in Airways Group (GPAIG) will be contacting 70,000 healthcare professionals across the UK to alert them to the campaign and remind them of the actions to take when a patient comes in with poor control.

Through this campaign Asthma UK is calling on people to stop underestimating the difference that asthma control can make, to do the Asthma Control Test today as a first step

Is there anything that would you like to see featured in your Newsletter? Please contact the Newsletter Editor
Danny Daniels
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Competition No. 12 'Who am I?'

Send your solution in an envelope marked 'Who am I?' Spring 2006 To the Editor—Danny Daniels, 21 Crofta, Dinas Powys, CF64 4UN. Entries to be received by Friday 30th June 2006

- I was born in the later part of the 19th century and suffered a deprived childhood
- My show business career commenced when I was nine years old and by the time I was in my early twenties I was performing in America
- I entered the film industry in 1913 and by the time I was 25 I directed my first film
- My career flourished and at the outset of the second World War I appeared in a film lampooning Adolf Hitler.
- 1951 saw what many describe as my finest film although it didn't do well at the box office.
- Having problems with the authorities in America I settled in Switzerland. I was knighted in 1975 two years before my death

Who am I?

*The competition is open to **currently registered PPG affiliates only. Trustees are not eligible.** First correct solution opened will win a copy of our DVD or Video 'How patients are helping Doctors & Patient Participation in Practice. (please state preference on your solution) - Editors decision final. Winner to be announced in next issue of Newsletter.*

Competition Result No. 11 Winter 2005/6

The correct answer to competition number 11 was Albert Einstein. Congratulations to David Berry of Swindon. A copy of our film will shortly be sent to Mr. Berry in DVD format.

N.A.P.P. Current Executive Committee. (All except the President and Vice President are Trustees)

Dr Patricia Wilkie President

Hazel Ackery Vice President
Tel 01639 850604

Joe Corkill Trustee
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Email fjc@joecorkill.fsnet.co.uk

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Advertisement

TRUST ME I'M A PATIENT *Bring Alive Patient and Public Involvement*

Learn and have fun in the same workshop.
See things through others' eyes.

Trust Me I'm a Patient - is a workshop to help staff, managers and leaders in the NH with the exciting challenge of greater involvement of patients, their carers and the public.

Trust Me I'm a Patient - was created by Harry Cayton, Director of Patient and Public Involvement at the Department of Health for 'NHS Live.'

Using drama and facilitation this is a powerful learning session that runs for two hours. The workshop works best with between 25 and 50 participants but can involve up to 100 participants.

- ◇ The workshop simulates real issues that the NHS grapples with every day.
- ◇ Professional actors and facilitators with a wealth of practical NHS experience, ensure participants are supported in a non-threatening environment with the aim of raising awareness about why it is important to involve local people in changes to health services.

Comments of participants;

The best part of the Trust Me I'm a Patient workshop was;

- ◇ *"The enthusiasm shown by the participants"*
- ◇ *"Role play was fun and everyone engaged"*
- ◇ *"Putting myself in another persons role and understanding a different perspective"*
- ◇ *"Listening to other characters' views and realising how real they sounded to some of my own work areas"*
- ◇ *"Inter-active, participative nature of it and a good introduction to patient and public involvement"*
- ◇ *"A fun but serious exercise that a lot was achieved from"*
- ◇ *"The role play brought the reality of situations and looked at different perspectives"*

For more details contact;

Trevor Gay

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Mobile: 07966388195

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Trevor worked for 35 years in management in the NHS until November 2004 and now runs Simplicity is the Key Ltd.

Trevor spent many years during his NHS career promoting the views of patients, their carers and the public.