

Autumn / Winter 2007

Mansfield Medical Centre Patient Panel - Coventry wins RCGP Patient Participation Award



Back Row L to R:- **Dr Jill O'Hagan** –Mansfield Medical Centre.
Professor David Haslam. CBE FRCP FFPH PRCGP (President of the RCGP)
Chris Tittle - Mansfield Patient Panel Member.
Foreground: **Sue Line**—Mansfield Patient Panel Member
Photograph by Huw Beale Press & PR Officer RCGP

RCGP Patient Participation Award

The Patient Participation Award was established in 1996 to encourage the development of patient participation in general practice within the United Kingdom. A cheque is presented to the winner and it is to be used to benefit the patients of a practice or to further the development of patient participation. The College is grateful to Doctor magazine for sponsoring the award.

The Mansfield Medical Centre, Coventry

The Mansfield Medical Centre Patient Panel (MMCPP) has been running for ten years. It has 12 members on its panel; 10 of whom are patients. It meets monthly to discuss ways of maintaining, improving and achieving service or projects to enhance services and information

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for patients. As a result of a survey carried out by the group, they are jointly working on a list of improvements suggested by users of the surgery. They have recently worked with staff to hold an information day which has received positive feedback.

The MMCP has developed a project to run "Self Care for You" courses to at least 48 people. They plan to do this over an 18 month period by training two people to run four courses lasting six weeks. These will be offered at different times of the day to suit participant's needs. They will enhance information already available at the surgery for patients by making use of resources. The aim will be to evaluate the effect of training on the participant's health and well being. The budget for the project includes the production of a leaflet on the training self care programme, suitable for medical practitioners to give to their patients and information on the course through the patient panel newsletter.

N.A.P.P. congratulate the Mansfield Medical Centre Patient Panel (one of our affiliates) on achieving this award

Prescriptions straight to your door with EMIS Medicine Manager

In previous editions, our articles have been bringing you the latest on EMIS Access and how it can benefit patients through its many functions. In this edition, we would like to introduce you to the next step in the cycle; EMIS Medicine Manager.

The frustration of working the same hours as surgery and pharmacy opening times is now a thing of the past. It couldn't be easier to reorder your prescription and receive medication through EMIS Medicine Manager.

With the service being available 24 hours a day, 7 days a week, you can place a request for repeat prescriptions at a time that is convenient for you either online, via a dedicated phone line or through the freepost address.

To add even more convenience, Medicine Manager can deliver your prescription straight to your door, at no extra cost, or to an alternative address such as to your work or to your carer. This means you no longer have to spend your lunch breaks/ evenings queuing on the surgery phone, or rushing to the pharmacy to pick up your medication before it closes.

For some of our users this service has become as valuable as gold dust, especially for those patients that are house bound, work long hours or simply struggle to find the time. A full time working mother and patient at a surgery based in Gateshead, commented;

"This is an excellent service, especially for those of us working full time with young children who need regular prescriptions, but with limited time to request and collect them."

Medicine Manager works in partnership with Pharmacy2U to provide this delivery service.

Together we ensure that both the ordering and delivery of the service is secure and efficient. Delivery is made by Royal Mail recorded delivery to ensure the medication is received on time and by the person it is intended.

emis
official partner of N.A.P.P.

EMIS constantly endeavours to make life easier for patients and streamline processes for surgeries. Through Medicine Manager we hope to make significant improvements to the repeat prescription process, by making it easier and faster for patients, and dramatically reduce the
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time spent processing repeat prescriptions within surgeries.

This delivery service is completely free for patients and practices to use and is unique to practices using EMIS LV 5.2. Ask at your surgery to see which system is currently used, and if EMIS Medicine Manager is available to you.

Delivering Self Care For You

Patient Participation Groups have been involved in self-care for decades, providing information and support to patients to enable them to live life to the full. This approach is now being extended through an exciting partnership between N.A.P.P. and the Working in Partnership Programme (WiPP).

The pilot scheme will train PPG members (and some staff) in ten to fifteen practices to deliver the Self Care For You programme. This programme has been developed by the WiPP and trialled in the North of England. Key areas of the course are lifestyle, diet, exercise, managing anxiety and accessing services. Participants will be encouraged to keep in touch after completing the six week programme (each session is just 90 minutes long).

The Train the Trainers event takes place in January and, over the next six months, up to two hundred patients should take part in the course. This method of delivery (through PPGs) will then be evaluated alongside a much bigger national evaluation. We are grateful to the WiPP and the Department of Health for funding this piece of work.

The steering group is also developing a template for local directories of self-care. These will ensure that practices are aware of the groups that are available on their patch and that patients have access to the support that they need. This is a crucial part of self-care and we would be pleased to work with any PPG that wishes to develop such a directory.

Graham Box (graham.box@napp.org.uk)

The Ridgeway Surgery Patient Group Moving Forward on PPG Newsletter Circulation

The decision to start to produce a newsletter was one of the first that we, as a newly established Patient Group, made. We felt that communication was extremely important and that a newsletter was the answer. Of course, how to distribute a newsletter to well over 9,000 patients was another challenge.

Although very lucky that we have been given a budget to help us operate, our patient group certainly does not have the funds to print and mail out thousands of newsletters every few months. We would of course, like to send as many as possible out via email, but Data Protection Laws prohibit the Practice giving us any patient information - neither addresses nor email. Our solution was to create a registration form which we enclosed in our first newsletter. The form requested patients to send us their names, addresses and email addresses if they would like to receive regular newsletters from us, thus permitting us to hold their details and hopefully mean that our newsletters would be read and not treated as other 'junk mail'. We printed a large number of our first newsletter and distributed it mainly with repeat prescriptions, also having it available at local pharmacies, in the surgery and posted on our Practice's website. Of our initial responses only 40% have email addresses.

We now had to create a database for those interested and we decided to ask if any other Patient Groups had any experience with this. It was extremely useful being able to use the network of PPG members who we met at the NAPP mini-conference in June. We had a mixture of replies and decided that after all, we would just use an Excel spreadsheet.

We are now concentrating on building up the membership and proving, with the help of a
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programme of events in the New Year, that the Patient Group is here for the benefit of all.

*Article submitted by Sarah Carter
The Ridgeway Surgery Patient Group
North Harrow, Middlesex*

Market Drayton Medical Practice Patient Participation Group

As a result of our Practice Manager identifying reluctance by patients in using the touch screen booking in system, our Patient Participation Group decided on a practical response. Following close consultation with the health professionals at the centre a leaflet outlining the systems for booking appointments was produced. A rota of volunteers from the committee was agreed.

At 8.30 to 9.30am and 2.00 to 3.00pm each day for the last two weeks members of the MD PPG have been encouraging patients to use the touch screen booking-in system in the Practice Reception area.

Two members were present at each session, which gave us the opportunity to listen to any concerns and answer any questions. We felt it was important to have time to exchange a few words with everyone we helped, explaining briefly about the leaflet, not just merely handing it out.

Obviously we haven't reached every patient but, those we did were very interested and appreciative. If proof were needed - not one copy of the leaflet has been left behind.

We have also set up a dedicated e-mail address ask@patientgroup.info so that patients can contact us about anything that concerns them, make suggestions, or ask questions they can't find the answers to. The e-mail system has been set up so that each month a different member of the Group

will monitor the e-mails, consult with the rest of us at our monthly meetings, and then will respond accordingly.

*Article submitted by Kate Ansell of the
Market Drayton Medical Practice PPG*

Stoneleigh House

As the secretary of the Overdale Medical Practice Patient Participation Group I am really proud to write about 'Stoneleigh House'

Stoneleigh House is the centre of an exciting new initiative in Derbyshire. Four practices have come together to form 'The First Provider Group' and from Stoneleigh House they offer healthcare in the primary sector that patients would normally have to travel to hospital for.

The four practices are –

- Oakwood Surgery – Oakwood
- Overdale Medical Practice – Borrowash & Breaston
- Park Farm Medical Centre – Allestree & Vernon Street
- Park Medical Practice – Chaddesden, Borrowash & Derby University

Together these practices care for over 48,000 patients and the services at Stoneleigh house are available to all of them as well as patients from Chapel Street Surgery (Spondon & Chaddesden) who are part of the same commissioning group as the four practices in the First Provider Group.

Some of the services in place or planned for the future are –

Dermatology – diabetes – sexual health – chronic obstructive pulmonary disease – physiotherapy – rheumatology – gynaecological outpatients – ear, nose and throat – osteoporosis – obesity.

Services at Stoneleigh House will be provided by consultants, supported by GP's with post-graduate qualifications and by specialist nurses.

All five practices are linked to Stoneleigh house by the same clinical computer system. This allows instantaneous referral from the practices and, subject to patient consent; enables medical records to be accessed by the staff at Stoneleigh House. Thus all relevant information can be immediately available at the treatment centre.

Services at Stoneleigh House will be –

Faster – an average wait of 2 weeks rather than 7.

Closer to home - easier access by bus taxi or walking and transport available for those normally entitled to hospital transport.

A better quality service – as good as local hospitals from a clinical perspective but with better quality – a relaxed environment – appointment times reduced and waiting time at the centre reduced.



Secretary of Overdale PPG Ann Rose together with the Mayoress of Erewash on the opening night of the centre.

And because Stoneleigh house does not have the overheads of running a hospital based service this means the cost to the NHS for providing these services will be less than the current model, thus allowing the NHS to deliver more services with these extra funds.

This new initiative brings medical services to the local community rather than sending the community to the hospital service.

Stoneleigh House is owned by 'First Healthcare', a partnership of local clinicians.

The House Manager is Fiona Bates

Article submitted by Ann Rose Secretary, Overdale Patient Participation Group

Friends of Widcombe Surgery (PPG) providing two more initiatives.

① Children from Bathwick St Mary's and Widcombe-Junior schools were inspired to enter a poster competition after visiting Widcombe Surgery."

The youngsters attended a health awareness day and were given a taste of life at the surgery with a tour of the consulting and treatment rooms. They also learned how their bones, digestive system and organs work.

The children were then invited to enter a competition to design posters to highlight an area of healthy living. The winning posters from each school are now on display in the surgery's reception.

The Bathwick St Mary's winner, Abigail, was given tickets to the Active Zone at Bath Sports and Leisure Centre.

The second-place prize of Argos vouchers was shared between Kierra and Merron.

Prizes were presented by Widcombe "

dignitary" Lady Margaret. (Very well known actor Ralph Osrick, he dressed up for us and was brilliant!) The children loved him!

The Widcombe Junior School .. winner, Holly, and runner-up, Lizzie, were presented with their prizes by mayor Cllr Sharon Ball.

②

The Friends of Widcombe Surgery organised a 'Walk with Friends' to help promote Healthy Exercise here in Bath back in September! Our very mixed group walked from Widcombe along the canal to Bathampton. We stopped for refreshments at the George



Some of the participants enjoying their walk along the canal tow path

public house. We were blessed with lovely weather, beautiful scenery and good company.

We realised that some people really wanted to walk but would not through being nervous or afraid of going alone! but as a group joined in happily enjoying each

Walking is good for you in so many ways, it helps to prevent:

Osteoporosis, Childhood obesity, Heart Disease, Strokes, Diabetes, helps reduce Stress, helps with weight loss and its free!

A bonus is the social aspect which is unquantifiable and the benefits obtained immeasurable

other's company on the way! I guess we helped with 'Self Care' awareness?

Article submitted by Julieann of The Friends of Widcombe PPG

E Bulletin Addresses Please

N.A.P.P. produces a monthly e-bulletin that we distribute to our members with information on N.A.P.P. and on wider policy and research matters. If you would like to be on the circulation list, please ensure that Audrey (audrey@napp.org.uk) has your email address.

Thank you.

Graham Box

Audit Commission on PBC: what did they expect?

Today's Audit Commission Report provides a sharp analysis with important lessons for practice based commissioners and primary care trusts. But it also demonstrates acute failings in the essential infrastructure that should be in place to make PBC possible.

The Commission highlights – as the NHS Alliance has done previously – problems in budget setting, poor engagement with practices and inadequate, late, even inaccurate financial information. The NHS Alliance has no hesitation in endorsing the Commission's detailed recommendations which include a review of the current data system (the Secondary Uses Service). Speaking at the NHS Alliance 10th annual conference, held in Manchester 22nd and 23rd November, chairman Dr Michael Dixon said:

"PCT and practice commissioners have been blinded by lack of timely, usable information – and straitjacketed by national targets, not least reducing inherited deficits. On top of that, they've been spun around in circles in the name of reorganisation. Did anyone really expect practice based commissioning to work in that environment?"

"Despite these problems, PBC is working well in some areas. There are individual practices and PCTs who have improved patient care and achieved substantial savings at the same time. Invariably, these achievements depend on respect and trust between local clinicians and PCT managers. It is that partnership that is crucial to the future for NHS commissioning.

"PBC has the potential to transform the health service. Providing the Audit Commission's advice is followed, that can become a reality very soon."

The Press Release in the opposite column was taken from the NHS Alliance website (NHS Alliance and N.A.P.P. are

collaborative partners)

If you wish to read more about the Audit Commission's survey then go on the web to the address below

www.audit-commission.gov.uk

Click on 'Health' and then scroll down to 22 Nov 2007 'putting commissioning into practice'

Recruitment Issues 2

This is the second article on recruitment issues and we are going to explore various avenues which you may or may not have considered.

The majority of individuals aged between 25 and 55 are busy people with little time to spare to give to volunteering in any capacity. However many do so in a whole variety of settings ranging from coaching youngsters in sport— youth clubs etc. or perhaps undertaking activities for Rotary, Lions WI.

If you were to draw up a list of organisations in your area you might be surprised how many there are.

The strategy is to obtain an entrée to these associations in order to acquaint them of what you do and the benefits to the community which you bring. Many organisations welcome a visiting speaker and for the others you might like to talk to members in a less formal setting.

From these contacts you will hopefully generate interest and perhaps potential volunteers.

Another avenue is to explore the recruitment of individuals with specialist skills.

These could be Legal—Marketing—Media
Information Technology Public Relations.

Many commercial organisations encourage
their staff to engage in voluntary work on
what is termed a pro-bono basis and below is
illustrated a typical statement from a
reputable organisation which has been
anonymised

“We believe that pro bono efforts energize
our staff, form closer ties to our communities,
and develop the skills and pride of our
workforce “

Another area where you may be fortunate
in attracting volunteers is in existing groups
within the surgery. i.e. different user groups.

It is suggested that if your group decides to
actively look for volunteers to strengthen
your commitment then you need to evolve a
strategy and pursue it. Try and think ‘outside
the box.’ Its no use listening to those who
pessimistically repeat “That won’t work.”

Have a go and good luck!!

In the next issue we will review the ‘Hard to
Reach Groups.’

**N.A.P.P.
30th Annual Conference
Cardiff June 11th 2008**

Professor David Haslam CBE FRCP FFPH
PRCGP President of the Royal College of
General Practitioners has kindly agreed
to be our Key note speaker at next
years Annual Conference

**Any articles, news, photographs or letters
would be appreciated for the next issue. In
the first instance please forward to our
Hon Secretary—Audrey Hoggard.
This is your Newsletter and we rely upon your
contributions to make it interesting.**

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