



National Association for Patient Participation

Uniquely placed as the umbrella organisation for patient-led groups
within general practices in the UK
www.napp.org.uk

PRESS RELEASE
N.A.P.P. Annual Conference

Date: 15 June 2011

Patients matter **- they must be at the centre of healthcare decision making**

140 patients involved with Patient Participation Groups (PPGs), from general practices ranging from Northumberland to Cornwall, gave up their Saturday to attend the **National Association of Patient Participation (N.A.P.P.)** annual conference held in Bracknell on Saturday 11th of June.

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 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.

Ends

About N.A.P.P

The National Association for Patient Participation (N.A.P.P), an independent charity set up in 1978, is uniquely placed as the only UK wide umbrella organisation for patient-led groups within general practices. It has over 30 years' experience and expertise in promoting, supporting and developing Patient Participation Groups (PPGs) and has fostered the formation and development of hundreds of PPGs within primary care.

We believe that partnerships between patients and their practices are the most effective route to high quality responsive primary care and improved health and well being.

N.A.P.P has unique specialist in-depth understanding and knowledge of patients' needs, perspectives and expectations in relation to engaging with general practice, combined with extensive practical experience of forming and sustaining successful PPGs.

N.A.P.P offers an extensive range of high quality evidence-based online and hard copy resources developed from practical experience over many years. These resources provide proven tools, templates and techniques that can support practices. These also include help to successfully meet the Patient Participation DES (Directed Enhanced Services) requirements in the new 2012 General Medical Services (GMS) Contract.

N.A.P.P provides unique specialist support, developed and co-produced with patients, ensuring your practice benefits from resources and input proven to be effective in engaging patients

About PPGs:

Patient Participation Groups are a proven model that assists GPs to develop an equal partnership with their patients. They help GPs to communicate accurately and honestly with individual patients and also with the wider community about key health matters reflecting patient need within a locality.

Virtual PPGs are also now developing based on email networks and social media to enable the group to reach out to the wider diverse population ensuring engagement with all sections of the population including those from minority communities and those that are seldom heard.

The strength of PPGs is that they operate within a community, building extremely close relationships and ongoing contact with patients from within the heart of the practice. This unique level of engagement with patients is achieved by developing and working in an environment of mutual trust and respect between the GP's, practice staff and PPG members.

In practice, PPGs can play a number of roles, including:

- Advising the practice on the patient perspective, providing insight into the responsiveness and quality of services and the needs, wishes and aspirations of the community
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice, their relatives and carers
- Organising health promotion events and improving health literacy
- Influencing the practice or the wider health and care system to improve commissioning ensuring high quality responsive care for all patients

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Patron:- Professor Sir Denis Pereira Gray OBE

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- Ongoing communication with the patient population
- Running volunteer services and support groups to meet local needs

National influence:

N.A.P.P. is providing expert advice to the BMA General Practitioners Committee GMS contract negotiators responsible for the Patient Participation DES in the development of further guidance that will support practices to assess their progress in working towards the DES requirements.

We are Board members on a national research project led by the University of Leicester looking at responsiveness in general practice also grant holders and strategic partners for a national research project with Aston University and the University of Leicester evaluating the impact of High Quality Care for All (former Darzi project). N.A.P.P is also a Board member of the South West Primary Care Research Network led by the Peninsula Medical School.

“We, along with the BMA’s Patient Liaison Group, believe that listening and responding to the views of patients using a PPG is the best way not only to develop the practice for the benefit of patients, but also for the surgery itself”

Dr Laurence Buckman, Chairman, General Practitioners Committee, British Medical Association (Growing Patient Participation – promoting quality and responsiveness in general practice 2009)

In our view, excellent practices and excellent PPGs go hand in hand (N.A.P.P)