



## E-Bulletin from National Association for Patient Participation Issue Number 134 November 2018

### 1. Latest N.A.P.P. News

#### **a. Diary Dates\* Amended! *Please note these are different from those published in September e-bulletin***

**15<sup>th</sup> June 2019: N.A.P.P. Annual Conference** in Cheltenham, Gloucestershire

**10<sup>th</sup> -15th June: PPG Awareness Week**

### 2. Winning “Bright Idea”: PPG and practice reduce missed appointments

Missed appointments or “DNAs” (Did Not Attends) pose a significant problem throughout the NHS. The Royal College of GPs annual Bright Ideas Awards recognise and celebrate GPs, practices, and patients who have come up with ideas to help improve efficiency and reduce workload in primary care. Among this year’s winners was the Ley Hill Surgery in Sutton Coldfield whose staff sought help from the PPG on this challenging topic.

A PPG member who is also a psychologist suggested that aspects of behavioural psychology could be helpful and have been tested in previous short-term research in primary care. The practice put a number of strategies in place which made a significant impact. See more detail [here](#). Results included

- Reducing missed appointments by an average of 20% (up to 33% some months)
- Increasing early cancellations by an average of 21%.
- Average of 37 fewer missed appointments per month, approximately one working day

Details about other award winners can be viewed [here](#)

### 3. Health needs of people with multiple conditions

A recent Health Foundation [report](#) found that one in four adults in England (14.2 million people) had two or more health conditions. This group accounts for over half (55%) of hospital admissions and outpatient visits and three-quarters (75%) of primary care prescriptions. The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

There is also growing awareness internationally of the increasing number of people living with multi-morbidity (multiple long-term health conditions). A policy [report](#) from Bristol University suggests that health services, including the NHS, need to adapt to address this challenge. The summary of recommendations includes greater emphasis on patient-centred care.

### 4. Under-pressure doctors need more time with patients - GMC consultation on draft of consent guidance - have your say

The General Medical Council (GMC) has warned that heavy workloads are undermining doctor-patient relationships by eroding the time they have together to discuss treatment and care. The warning comes as the regulator launches a consultation on the draft of its updated consent guidance, produced in response to feedback from the profession. It aims to assist doctors on how they can work most effectively with patients to make decisions about their care. The draft guidance and consultation documents, are [available on its website](#). It includes [a survey for patients, carers and members of the public](#) (approximately 14 questions), available in English and Welsh, which is aimed at those who may not be familiar with the guidance, but will have views on good consent practice

**The consultation is open until 23 January 2019.** Consultation responses will be considered before a final version of the updated guidance is published next year

## 5. Improving access and continuity in general practice

A [report](#) by the Nuffield Trust sets out the evidence on continuity of care, its impact on clinical outcomes and wider health services, its importance to patients and GPs, and the relationship between improved access initiatives and continuity of care within general practice. It aims to help providers, commissioners and policy-makers maximise opportunities to improve continuity by the additional investment in primary care to support improved access. It examines how to achieve the optimal balance between these two dimensions of care when redesigning services for local populations.

## 6. Awareness Days, Weeks, Months – a useful planning tool

We know that many PPGs plan well ahead for health promotion events, This [Awareness Calendar](#) can be used help coordinate these with national and international campaigns. Simply scroll to the foot of the page and use the buttons to scroll right for future dates

## 7. The Keep Antibiotics Working campaign returns

Antibiotics are a vital tool used to manage infections. A Public Health England [report](#) highlights how more than 3 million common procedures such as caesarean sections and hip replacements could become life-threatening without them. This campaign returns to alert the public to the risks of antibiotic resistance, urging them to always take their doctor, nurse or healthcare professional's advice on antibiotics.

## 8. Personal Health Budgets

Personal health budgets (PHBs) are one way to give people with long term health conditions and disabilities more choice and control over the money spent on meeting their health and wellbeing needs. A PHB may be used for a range of things to meet agreed health and wellbeing outcomes. NHS England commissioned an independent survey of people with a PHB to understand their experience. Nearly nine in ten, 89%, said their personalised care and support plan reflected what mattered to them, 86% said they had achieved what they wanted as a result of their plan and 77% said they were likely to recommend a PHB/IPB. The [review](#) also showed scope for improving the information provided to those who were interested in a PHB and cutting the time taken to set one up.

## 9. New Guide for stroke survivors

Around 80,000 people a year are admitted to hospital with a stroke, and there are more than one million stroke survivors in England. The recently updated [My Stroke Guide](#) from the Stroke Association gives people free access to trusted information about stroke and risk factors, alongside advice on prevention. It includes personal stories from stroke survivors, case studies from healthcare professionals who have used the guide, and explains how it can support staff working with people affected by stroke. It also includes information on locally commissioned support services.

## 10. N.A.P.P. website: Don't miss out on this useful member benefit!

Our website Member pages contain **key resources available only to affiliated PPGs**. For login details, **visit the website, click on Members and use screen instructions**. We recommend each PPG to have a generic group email address as the username for the login.

**11. Reminder:** *Please email this bulletin to fellow members promptly. All previous bulletins can be found at <http://www.napp.org.uk/ebulletins.html>*

Edith Todd,

Trustee,

November 2018