



Registered Charity No. 292157

# E-Bulletin from National Association for Patient Participation Issue Number 73: April 2013

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

### a. PPG Awareness Week: June 3<sup>rd</sup> - 8<sup>th</sup>: Resource Pack for PPGs

'We are patients just like you' is the strap-line for the resource pack and the message that PPG colleagues who helped us to plan the campaign are keen to promote. The Pack for PPGs provides suggestions for possible activities, information on writing press releases and a poster template. The pack has been emailed to all PPGs and CCGs on our mailing list and can be accessed in the website News' section.

Your PPG should already have a visible presence at the surgery or health centre, with leaflets explaining its purpose, a notice board displaying the purpose of the PPG, its role, aims and objectives, minutes of meetings, achievements, information about past and future activities and, either a list of names of committee members or at least one patient who can be contacted for further information or about getting involved.

N.A.P.P. will promote PPGs in national media and PPGs can contact local media to highlight the effectiveness of PPGs and N.A.P.P.'s role as the umbrella body, source of information and support. Whether or not your PPG organises specific events, this provides an opportunity to ensure that as many patients as possible are aware of PPGs, know how to contact yours and will want to be involved, either virtually or in person. The most common reasons for a PPG failing to thrive are – lack of visibility or transparency and failure to recruit and refresh. Unless recruitment is a continual process, PPGs easily get stale, lose focus or become ineffective.

### b. Annual Conference 'Primary Care in the digital age: What does it mean for patients and quality and continuity of care?'

Details of the programme and registration [here](#) A few places are still available.

## 2. GMC publishes 'What to expect from your doctor: a guide for patients'

This new [guide](#), launched on 22 April by the General Medical Council (GMC), explains the key duties of a doctor and how patients can help to create a good relationship with their doctor and get the most out of their consultations and treatments. It sets out:

- The duties of a doctor to be honest and open if things go wrong and to make patient care their first concern
- The importance of dignity and respect in the patient-doctor relationship
- The standard of conduct, knowledge and skills that patients should receive from their doctor

The guide has been prepared for patients – it is not formal guidance for doctors, who must follow the standards and principles expected of every doctor as set by the GMC in their core guidance '**Good Medical Practice**' (See item 3 below)

## 3. Updated core guidance for doctors: 'Good medical practice'

The General Medical Council (GMC) has published the fifth edition of their core guidance *Good medical practice*, which sets out the standards expected of every doctor on the GMC register. The guidance, last updated in 2006, includes some new duties and will form the basis of a doctor's appraisal and revalidation. The latest edition follows an extensive consultation, and reflects the views of many doctors. The publication can be accessed at [Good medical practice \(2013\)](#).

#### 4. New RCGP resource: 'Working with Communities, Developing Communities'

The Royal College of General Practitioners Centre for Commissioning was set up in 2010 to support GPs with the commissioning and delivery of healthcare and services. To coincide with the introduction of Clinical Commissioning Groups (CCGs) across England on 1 April 2013, it published new guidance on how CCGs should work within communities rather than imposing top-down decisions.

The guide, [Working with Communities, Developing Communities](#) emphasises the need for local populations to be seen as assets, not burdens, in order to make CCGs strong and successful. It also focuses on the need for CCGs to work together and build partnerships within their communities between health, education, housing and other services including policing.

The guide also puts forward both a financial case and health case as to why investing resources in Community Development is beneficial for local populations, primary care practitioners and CCGs.

#### 5. The N.A.P.P. PPG Commissioning Champions Project

Developed jointly with PPG members, and funded by the Department of Health, this project was completed in March 2013 and has informed the development of a new N.A.P.P resource to support PPGs and CCGs. It aimed to develop and test resources to support the informed and active engagement of PPGs in commissioning by increasing patient and public understanding of the new arrangements and to help build relationships between PPGs, CCGs and Area Teams of NHS England which are responsible for commissioning Primary Care Services delivered by GPs.

The outcome of the pilot is a new N.A.P.P 'Learning Framework for Commissioning'. An outline is available [here](#). PPG participants completing the project were presented with certificates by John Bewick OBE Director of Commissioning Development for NHS England. See our commissioning pages [www.napp.org.uk](http://www.napp.org.uk) Feedback on the project was extremely positive. *'Thank you very much. It was truly inspirational. It was so good to see everyone so willing to exchange ideas and to help each other in making our respective PPGs effective'*

#### 6. CQC's new strategy document outlines changes

[Raising standards, putting people first: CQC strategy for 2013 to 2016](#) is the title of the document outlining changes to the way that CQC will inspect and regulate services to make sure they provide people with safe, effective, compassionate and high-quality care, and to encourage them to make improvements. The [changes](#) include: appointing chief inspectors of hospitals and social care and support; developing new fundamental standards of care; and publishing better information for the public, including ratings of services.

#### 7. Get your N.A.P.P. member password now!

The Members' pages of the N.A.P.P. website contain **key resources available only to affiliated PPGs and CCGs**. For login details for use by all the members of your PPG, (but not to be divulged to others), visit the website, click on Members and use the screen instructions. The response will come from [server@serifwebresources.com](mailto:server@serifwebresources.com)

#### 8. Reminder:

**Please forward this bulletin to fellow members as promptly as possible.**

**We do not send hard copies of e-bulletins.**

**All previous e-bulletins and Newsletters are available on our website at [www.napp.org.uk](http://www.napp.org.uk)**

*Stephanie Varah,*

*Chief Executive*

*April 2013*