



# E-Bulletin from National Association for Patient Participation Issue Number 142 July - August 2019

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

**a. Trustee and Treasurer recruitment:** N.A.P.P. is actively recruiting new trustees to extend the range of skills and experience of the board and to replace those trustees, including the Treasurer, who have resigned at the end of their terms of office. Details about the commitment required, job description and application form can be downloaded from our website at <http://www.napp.org.uk/recruitment.html> **The closing date for applications is Friday 13<sup>th</sup> September.** For further information please email [recruitment@napp.org.uk](mailto:recruitment@napp.org.uk)

**b. N.A.P.P. 2019 Conference “Celebrating General Practice, Quality for Patients”**

If you were unable to attend or to follow the live-streaming on 15<sup>th</sup> June, member PPGs can see videos of the plenary sessions. Also uploaded more recently are the salient points which arose from the workshop sessions [here](#)

**c. Corkill Award:** Presentations from the two joint winning PPGs (from a very strong field of 12 who entered) are also on the website. You can see and hear them describing their inspirational activities in Video 2 [here](#)

**d. N.A.P.P.’s Charitable Status:** Following the vote at the Annual General Meeting on 15<sup>th</sup> June, the Board is proceeding with the steps to change its charitable status to that of a Charitable Incorporated Association (CIO), a process which may take some time. The Board thanks the many PPGs who responded to the request for sent proxy votes.

## 2. Bite Size Guide to what GDPR means to PPGs

Over the last eighteen months surrounding the introduction of the General Data Protection Act (GDPR) in May 2018, N.A.P.P. has received numerous requests from PPGs and practice staff for guidance on this thorny topic. PPGs have reported practices preventing them from collecting patients’ email addresses or terminating their ability to communicate by email with patients, due to concerns about patient confidentiality and consent, N.A.P.P. has provided advice, but so far, there was no definitive guidance from NHS England. The NHS England Patient and Public Voice team have now produced a Bite-size Guide to what the GDPR means to PPGs, which you will find as a separate document sent with this bulletin. It confirms the guidance which N.A.P.P. has provided over recent months. **The document is attached with this bulletin.**

## 3. NHS England Community Grants 2019 – applications open till 23<sup>rd</sup> September

Voluntary, community or social enterprise groups, including PPGs, which have done outstanding involvement work that has improved healthcare services, are eligible to apply for grants of up to £2500 from NHS England. To check that your organisation and project is eligible, read the [2019 guidelines for community grant applicants](#) pack before you apply. Find out about previous years’ projects in the [community grants section](#) of the Involvement Hub on the NHS England and NHS Improvement website. More details [here](#).

## 4. How PPGs can engage with Primary Care Networks (PCNs)

PCNs provide an opportunity to rethink how patients are involved in decisions about local services – and for practices to consider how working with patients could make a positive contribution to the aims of the PCN. View the [Podcast: Time for a bigger patient group?](#) which provides food for thought about how PPGs can work cooperatively to influence the Primary Care network, while maintaining their independence at practice level.

#### 4. Changes to the Friends and Family Test

NHS England has overhauled the friends and family test, the standardised feedback tool used by NHS organisations. Patients will no longer be asked whether they would recommend the service but will be asked instead “Overall, how was your experience of our service?” and asked to select one of six responses. [More...](#)

#### 5. Primary Care Networks: Updated FAQs

These, mentioned in previous bulletins have been updated. Read the latest version [here](#)

#### 6. Understanding Primary Care Networks: context, benefits and risks

This [briefing](#) from the Health Foundation, an independent charity, places primary care networks (PCNs) in the context of previous changes to general practice funding and contracting.

#### 7. Falls and fragility fracture audit programme

The Royal College of Physicians have produced three patient resources on falls and fractures.

- **My hip fracture care: 12 questions to ask:** Download the [booklet](#) written in clear, plain English, (also available in Welsh) using as little technical jargon as possible, for patients who have fractured their hip, and their families and carers.
- **Falls Prevention in Hospital: a guide for Patients, their Families and Carers** a [guide](#) providing jargon free information on the care patients can expect to receive in hospital, as well as advice on how to be alert to potential dangers and what to do to avoid them. It sets out a check list of simple measures that, when undertaken, can minimise the risk of falling or tripping.
- **Strong Bones after 50: Fracture Liaison Services explained**, [a guide and animation](#) providing jargon-free information to patients and carers for supporting older people who have broken a bone following a fall. It also highlights the fact that many of the half million fragility fractures each year are due to undiagnosed osteoporosis

#### 8. The Unsung Hero Awards 2020

The [awards](#) recognise non-clinical staff, teams and **volunteers** who go above and beyond the call of duty for the NHS and recognise the hard work and commitment of people who are vital to our health service but are sometimes overlooked. Colleagues, friends and family can nominate anyone they feel is deserving in one of 11 categories

#### 9. Community pharmacies

Community pharmacies (local pharmacies on the high street) are in a similar position to general practice, with shrinking core income. Pharmacies need to consider new ways to make money. A new contracting deal, due to start from October, patients could be referred to pharmacies by GPs, the NHS 111 service and possibly also by urgent care centres and emergency departments. View the [Podcast: Working with community pharmacy](#)

**10.** Does your PPG have its member pages' login? They contain **key resources available only to affiliated PPGs**. **If not, 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. Membership Administrator*

*August 2019*