



E-Bulletin from National Association for Patient Participation Issue Number 136 January 2019

Happy New Year!

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

a. New Chair for N.A.P.P. The Trustee Board welcomes Dr Folarin Majekodunmi as its Chair, taking over from Dr Patricia Wilkie who has led the Board for the last seven years during a period of significant growth in both influence and number and remains as Honorary President. Together they combine wide experience in the Health Sector and in the NHS. Read more about Dr Majekodunmi [here](#) and in Latest News on our homepage.

b. Recruiting new trustees: Within the last two months, three of the current board members have intimated that they will resign either immediately or at the end of their term in June 2019, because of ill health. Information about the experience, skills and commitment required of trustees will be circulated very soon and the posts will be advertised. We hope that some PPG members will be interested in working at national level to strengthen the voice of the patient. Please send expressions of interest to admin@napp.org.uk.

c. Diary dates

15th June 2019: N.A.P.P. Annual Conference “Celebrating General Practice” at the Cheltenham Chase Hotel in Cheltenham, Gloucestershire

10th -15th June: PPG Awareness Week

2. Primary Care Networks will affect all practices and patients

Primary care networks will be based on GP registered lists, typically serving natural communities of around 30,000 to 50,000. Among the ambitions of the new NHS Long Term Plan is **that all GP practices will be members of primary care networks by this April**. And that they system of integrated care will cover the whole country as far as possible within two years. The Plan promises 4.5bn of ring-fenced funding for primary care and community services. Find out more [here](#), including case studies and a short explanatory animation.

3. Missed appointments (DNAs) cost us millions

More than 15m general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending. These cost NHS England **£216m**. Patients who miss GP appointments are costing NHS England **£216m a year**, officials have said. Data shows more than 15 million consultations are being wasted because patients fail to show up. Further information [here](#). In February 2018, the average cost of a missed appointment was £12 each with a nurse and £36 with a GP.

4. Evening and weekend appointments

NHS England has announced that all patients in England can now access general practice appointments in the evening and weekends, which means that patients will be able to see a doctor, nurse or other member of the practice team at a time convenient to them – providing an estimated 9 million extra appointments a year. More information [here](#)

5. GP Online services; involving PPGs

NHS England has produced [a step-by-step guide](#) to help GP practices check patients who want to access GP online services. Also recommended (on the penultimate page) that PPGs can be involved in encouraging the use of online services. N.A.P.P.'s publication [Making GP online services work well for patients](#), provides in-depth guidance on how PPGs can support patients and practices to make best use of the services

6. GP Partnership Review: final report

The Department of Health and Social Care has published the findings of the partnership review. The [report](#) makes final recommendations to the secretary of state for health and social care and to the CEO of NHS England. The review has engaged with GPs and others with an interest to look for solutions to reinvigorate the partnership model and support the transformation of general practice. The Executive summary is on page 8 and the separate Case Studies document will be also of interest to patients

7. Healthwatch annual report says the NHS needs to listen to patients

In its annual report Healthwatch England calls on services to listen to what matters most to people when it comes to their care. The [report](#) also encourages the public to keep speaking up. It finds that despite pressures on the NHS, some people continue to receive outstanding care, much of which is down to the dedication shown by the staff. However, many others struggle to get the support they need, with some services failing to deliver the basics.

8. CCG's must report on how they have involved patients and public in commissioning health and care

NHS England has issued guidance on the patient and community engagement indicator, part of the CCG improvement and assessment framework. The indicator evidences CCGs' implementation of the revised [statutory guidance](#) on patient and public participation in commissioning health and care. A new [process](#) requires CCGs to submit a completed template, demonstrating their compliance with their statutory duty to involve the public. CCG's should involve PPGs

9. Is your PPG performing well? N.A.P.P.'s Better Participation Resource

Find it [here](#) on our website. The start of the year is a good time to take a step back and assess progress. You can choose to focus on one or all of five aspects.

10. Sir Donald Hamilton Irvine CBE MD FRCGP FMedSci (1935-2018)

Sir Donald Irvine who died on 19th November 2018, was internationally known as a leader in general practice. He was a man of compassion, conviction and courage whose focus was on patients, service, quality, professional standards, vocational training, education and the importance of improving practice through audit.

He was brought up in Ashington, Northumberland, the son of a GP whose practice he eventually joined.

He was a past chairman of council of the RCGP, the only GP to be president of the GMC and chairman of the Picker Institute, Europe. Sir Donald was also closely involved with the Professor Ben Bridgewater and the work of the Society for Cardiothoracic Surgeons..

Sir Donald was a rounded person with a lifelong interest in birdwatching and a keen gardener. He was also a good friend to N.A.P.P and with Cynthia his wife attended and spoke at our conference in 2011.

His death is an enormous loss to the medical profession and to patients. For all of us it is worth remembering Sir Donald's mantra that "every patient deserves a good doctor".

11. 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.

12. 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, January 2019