



# E-Bulletin from National Association for Patient Participation Issue Number 128 April 2018



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

- a. Annual Conference “40 years of patient engagement: What next?” 9<sup>th</sup> June in Nottingham. It’s not too late to book!** Keynote speakers - Professor Mayur Lakhani, President of the Royal College of GPs and Professor Helen Stokes Lampard, RCGP Chair. Workshop session will cover the following topics
- PPGs and GP practices at scale - how PPGs can influence in mergers/ federations
  - PPGs influencing quality improvement
  - Top tips to engage young people in PPGs
  - The developing nature of PPG-practice relationships.

View the programme and registration form [here](#). 25% discount on fees for patients and practice staff in member PPGs.

- b. PPG Awareness Week 4<sup>th</sup> - 9<sup>th</sup> June:** The Resource pack is in the N.A.P.P. website [here](#). Member login is not required. The week overlaps with Volunteers Week June 1<sup>st</sup> to 7<sup>th</sup>. There are [also logos and other resources highlighting the 70<sup>th</sup> birthday](#) of the NHS which also celebrates volunteering.
- c. Corkill Award PPG of the Year 2018:** The deadline for entries is 30<sup>th</sup> April Find the criteria, guidelines and application form [here](#).
- d. N.A.P.P. seeks new Chair of trustees.** After serving two terms in post, our inspirational Chair, Dr Patricia Wilkie intends to step down in September. She will continue to support N.A.P.P. as Hon. President, a role she has fulfilled with great commitment since 2006. Further information is on our website [here](#)

## 2. GDPR General Data Protection Act

Those PPGs which have collected **personal details** of members, both real and virtual, especially those which have extended virtual groups, have always been advised by N.A.P.P. to use a Data Protection Statement indicating exactly how their personal details will be used e.g. for communication purposes. It should have required every member to sign or tick a box **to give permission** for the PPG/Practice to use the information for specified purposes give assurance about the security of the data. The new Act which comes into force on May 25<sup>th</sup> tightens up the 1998 Data Protection Act.

We hope to provide more detailed guidance as soon as possible and have been actively seeking guidance from the Information Commissioners Office, National Council for Voluntary Organisations and the Charity Commission. We need to be certain that any information we relay to members has been verified.

The following points may be useful

- The Act becomes law on May 25<sup>th</sup>, but there is no expectation that organisations must have implemented the requirements by then, only that it is aware of data privacy, intends to comply and is putting some preliminary steps in place (see below)
- PPGs will not have to register with the ICO, nor will they have to pay a fee
- It is advisable to appoint an individual as Data Protection Lead asap. This may or may not be the person who processes the data.
- Consider the security of the data and ensure by means of passwords or encryption Identify clearly why which each item of personal information is necessary.
- The following links maybe useful [Small organisations](#) [Self Assessment](#) [Right to be informed](#)

### 3. Online consultations in general practice: questions to consider

As a growing number of services are offering consultations online, most commonly via smartphone apps, are hitting the market. Whilst many of these are private, some have developed partnerships with GP practices in order to deliver NHS care. The RCGP has published a list of questions to consider before using online general practice services. It urges CCGs to consider whether online consultation systems are likely to address current demand or generate new demand, –[Download Online consultations in general practice: the questions to ask](#) [PDF]

### 4. New Prescribing Guidance

One of the concerns most often mentioned by patients and their families when go into hospital and again when they leave and return to the care of the GP practice relates to lack of clarity regarding their medication. [New national guidance](#) to address this issue has been produced, stating that “care for patients should be seamless; patients should never be placed in a position where they are unable to obtain the medicines they need, when they need them. Lack of communication between primary and secondary/tertiary care and misunderstandings around the responsibilities of the professionals involved are often cited as reasons for patients not being able to get their medicines in a timely manner, despite effective collaborative working and communication being an important part of patient-centred professionalism”

### 5. Patient referral leaflet: latest news

In the October 2016 and March 2017, bulletin, we publicised this leaflet with contributions from N.A.P.P., now further updated. This is part of the new prescribing guidance and the latest news is that GP practices will shortly be sent 100 leaflets each. Alternative accessible formats will shortly be available for download. [More....](#)

### 5. Causes of loneliness

A [briefing](#) from the Office of National Statistics identifies the characteristics and circumstances associated with loneliness in England. The ONS used data from the Community Life Survey 2016 to 2017.

### 6. CCG mergers approved

NHS England has confirmed the conditions have now been met to enable 18 existing CCGs to merge into six from 1 April 2018. The areas affected are Birmingham and Solihull, Leeds, Bristol, North Somerset and South Gloucestershire, Buckinghamshire, East Berkshire and Berkshire West. Each merger builds on a history of joint working between the existing CCGs. There is now a total of 195 CCGs in England. Further information at [england.ccqiaf@nhs.net](mailto:england.ccqiaf@nhs.net)

### 7. 2018/19 GP contract

View [a list of the changes](#) to the GP contract which came into force on 1<sup>st</sup> April. A more succinct summary can be viewed [here](#)

### 8. N.A.P.P. website: Don't miss out this useful benefit of belonging to N.A.P.P.!

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.

### 9. Reminder: Please email this bulletin to fellow members promptly. We do not send hard copies of e-bulletins. All previous bulletins can be found at <http://www.napp.org.uk/ebulletins.html>

*Please accept my apologies for this very late bulletin. The editor succumbed to a severe bout of flu in the middle of the month. Hope to be back on schedule in May.*

*Edith Todd, Trustee, April 2018*