



# E-Bulletin from National Association for Patient Participation Issue Number 144 October 2019

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

**Annual Conference and AGM 2020:** Next year's conference will take place on 6<sup>th</sup> June 2020. The keynote speaker will be Professor Martin Marshall, currently the new Chair-elect of the RCGP who will succeed Professor Helen Stokes-Lampard in November 2019 for a three-year term. Professor Marshall is a GP in Newham, East London, and Professor of Healthcare Improvement at University College London. The venue and topic will be publicised as soon as possible.

## 2. "Hard to reach": Travel to NHS services is a key issue

Healthwatch England has partnered with Age UK and Kidney Care UK to share evidence on people's experiences travelling to NHS services. Between March and May this year, they conducted a nationwide conversation asking communities how they want the NHS to improve locally, engaging with over 30,000 people across England. This identified travel as a key issue, with nine out of 10 people saying that convenient ways of getting to and from health services is important to them. Indeed, people put transport above other things, such as choice over where to be treated and improving digital access to services. The findings, which call for change, make interesting reading can be accessed [here](#). You can also [find out what support is available](#) when traveling to your GP, hospital or other NHS services

## 3. Campaign to get older people online

A report and resources to help older people to make better use of IT were published to mark Get Online Week (14-20 October) billed as the UK's largest digital inclusion campaign. Sadly, we were not made aware of this until later, but the resources are still available. We know that a number of PPGs have been active in encouraging all age groups to use GP and other NHS online services. Which [Campaign to get older people online](#)

## 4. SafeTea national campaign launched on October 16th

Scalds from hot drinks are the commonest burn injury to the under 5's and are entirely preventable. SafeTea is an evidence-based national campaign to prevent hot drink scalds to children and improve first aid to children who have been burned. The social media campaign will run for 3 months. N.A.P.P. is supporting this campaign. Excellent free resources for primary care are available on the SafeTea website [here](#).

## 5. Get it on time: Improving medication management for Parkinson's Disease

A [report](#) by Parkinson's UK highlights problems that inpatients with Parkinson's disease can face receiving their medication and sets out recommendations that hospitals should implement to improve medication management. The majority of hospitals just don't comprehend the urgency of getting medication on time, **every time**. Findings include:

- nearly two-thirds of people who have Parkinson's don't always get their medication on time in hospital;
- more than three-quarters of people with Parkinson's who were asked reported that their health deteriorated as a result of poor medication management in hospital;
- only 21 per cent of respondents said they got their medication on time without having to remind hospital staff.

## 5. Self-Care Week 18 to 24 November.

Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. The [campaign](#) link provides numerous resources for organisations such as PPGs and community pharmacies with the opportunity to raise awareness of the benefits of self-care among the public.

## 4. Hospital eye services campaign

NHS England and Improvement has launched a campaign to find out about the experiences of users of outpatient eye services [Hospital eye services campaign](#)

## 5. Electronic prescriptions

In future, all prescriptions will be issued electronically, with the national rollout of the existing service starting in December 2019. The [electronic prescription service](#) (EPS) has been tested with 60 GP practices and hundreds of pharmacies and already accounts for almost 70% of all prescriptions. It is believed that it helps GPs and pharmacists prescribe and dispense medicines faster and more securely and makes it easier for patients to pick up repeat prescriptions. For more information, download the [EPS patient information leaflet](#) or [watch What is EPS](#). You may be able to order or cancel prescriptions if your practice offers a GP online service [GP online service](#). If you find that items which you no longer require are being dispensed, phone or speak to the pharmacist and check with your GP.

## 6. Medicines review

A [medicines review](#) is a meeting with your doctor, pharmacist or nurse to talk about your medicines. Your medicines should be reviewed regularly (usually once a year) to check that they are right for you. All of these factors can affect whether a medicine remains the best choice for you.

## 7. Guidance on same-sex accommodation

NHS Improvement has updated guidance to reflect current patient pathways, including further definition of what is and is not a mixed-sex accommodation breach and circumstances in which mixing may be justified. [More..](#)

## 8. What do the public think about the NHS?

A [report](#) from the Kings Fund entitled “The politics of health: what do the public think about the NHS” traces the changes in public opinion of the NHS since a similar report was published in 2017. It comments on the role which public opinion of the NHS may play in a possible election. The Kings Fund is a think tank and an independent charity working to improve health and care in England.

## 9. Flu vaccine

The number of people eligible has topped 25 million this year. Those now eligible all primary school aged children. NHS commissioned school vaccination teams, maternity services, general practices and local pharmacies are gearing up to provide vaccines to primary school aged children, all 2 and 3 year olds, those with underlying health conditions, pregnant women and older adults (aged 65 years and over). More details [here](#)

**10. Does your PPG have its member pages' login?** The member pages 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, October 2019*