

## Affiliation

For a small annual fee of £50 in the first year reducing to £30 for subsequent years, GP practices and PPGs can affiliate to N.A.P.P. The initial fee includes a copy of our essential and comprehensive PPG toolkit. Members benefit by having access to the resources listed overleaf and much more. For information about how N.A.P.P. can help your practice please contact: Stephanie Varah, Chief Executive:

Email: [stephanie@varah.plus.com](mailto:stephanie@varah.plus.com)

Tel: 01909 540678

**For details of how to affiliate to N.A.P.P.:**

Email: [admin@napp.org.uk](mailto:admin@napp.org.uk)

Tel: 01932 242350

Or download the application form at [www.napp.org.uk](http://www.napp.org.uk)

**National influence:** We are working closely with the Practice Management Network to support practice managers and practice teams. N.A.P.P. is also providing expert advice to the BMA General Practitioners Committee Patient Participation DES.

**Research:** We are Board members on a national research project about responsiveness in general practice led by the University of Leicester, also grant holders for a national research project with Aston University and the University of Leicester evaluating the impact of High Quality Care for All. N.A.P.P is also a Board member of the South West Primary Care Research Network led by the Peninsula Medical School.

*“We, along with the BMA’s Patient Liaison Group, believe that listening and responding to the views of patients using a PPG is the best way not only to develop the practice for the benefit of patients, but also for the surgery itself”*

*Dr Laurence Buckman, Chairman, General Practitioners Committee, British Medical Association (Growing Patient Participation – promoting quality and responsiveness in general practice 2009)*

*In our view, excellent practices and excellent PPGs go hand in hand (N.A.P.P)*



## National Association for Patient Participation

Providing essential support for your practice

to meet the Patient Participation Directed Enhanced Service (DES) requirements in the GMS contract

Uniquely placed as the umbrella organisation for patient-led groups within general practices in the UK

[www.napp.org.uk](http://www.napp.org.uk)

Patron:- Professor Sir Denis Pereira Gray OBE

Registered Charity No. 292157

## N.A.P. P.

**The National Association for Patient Participation (N.A.P.P)** is uniquely placed as the only UK wide umbrella organisation for patient-led groups within general practices. It has over 30 years' experience and expertise in promoting, supporting and developing Patient Participation Groups (PPGs) and has fostered the formation and development of hundreds of PPGs within primary care.

**We believe that partnerships between patients and their practices are the most effective route to high quality responsive primary care and improved health and well-being.**

Set up in 1978, it speaks for patients in general without being limited to any specific disease or condition. N.A.P.P. is a registered charity and, as such, is independent. It was established to promote and contribute to the preservation and protection of health for the public benefit by fostering the highest possible standards of primary medical care.

N.A.P.P has unique specialist in-depth understanding and knowledge of patients' needs, perspectives and expectations in relation to engaging with general practice combined with extensive practical experience of forming and sustaining successful PPGs.

## How N.A.P.P. can help your practice

N.A.P.P offers an extensive range of high quality evidence based resources developed from practical experience over many years. These resources include proven tools, templates and techniques that can support practices to successfully meet the Patient Participation DES requirements.

**N.A.P.P provides unique specialist support developed and co-produced with patients ensuring your practice benefits from resources and input proven to be effective in engaging patients.**

Resources include:

- our Handbook of Patient Participation
- Getting started guide to setting up a PPG in general practice
- 21 Ways to make your practice thrive
- Communications Toolkit for PPGs
- monthly e-bulletin and five printed copies of our quarterly Newsletter 'Patients Matter'
- on-going telephone advice and guidance on the formation and development of groups
- online, telephone and in person bespoke support and tailored input for individual groups, practices
- access to a large national network of PPG contacts to share experiences, learning and mutual support
- guidance on legal matters from our pro bono solicitors
- access to the our website's membership section, including a full range of useful resources and the online discussion forum

## About PPGs

Patient Participation Groups are a proven model that assists GPs to develop an equal partnership with their patients. They help GPs to communicate accurately and honestly with individual patients and also with the wider community about key health matters reflecting patient need within a locality.

Virtual PPGs are now developing based on email networks and social media to enable the group to reach out to the wider diverse population ensuring engagement with all sections of the population including those from minority communities and those that are seldom heard.

In practice, the many roles of PPGs include:

- Advising the practice on the patient perspective, providing insight into the responsiveness and quality of services.
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice, their relatives and carers
- Organising health promotion events and improving health literacy
- Ongoing communication with the patient population
- Running volunteer serviced and support

**Existing PPGs may be used as the basis of a PRG. For the purposes of the DES, to achieve a sufficiently representative PRG, it may be necessary to invite more patients or to use an additional forum to involve a wider selection of patients e.g. by setting up an extended 'virtual group' to be contacted only by email.**