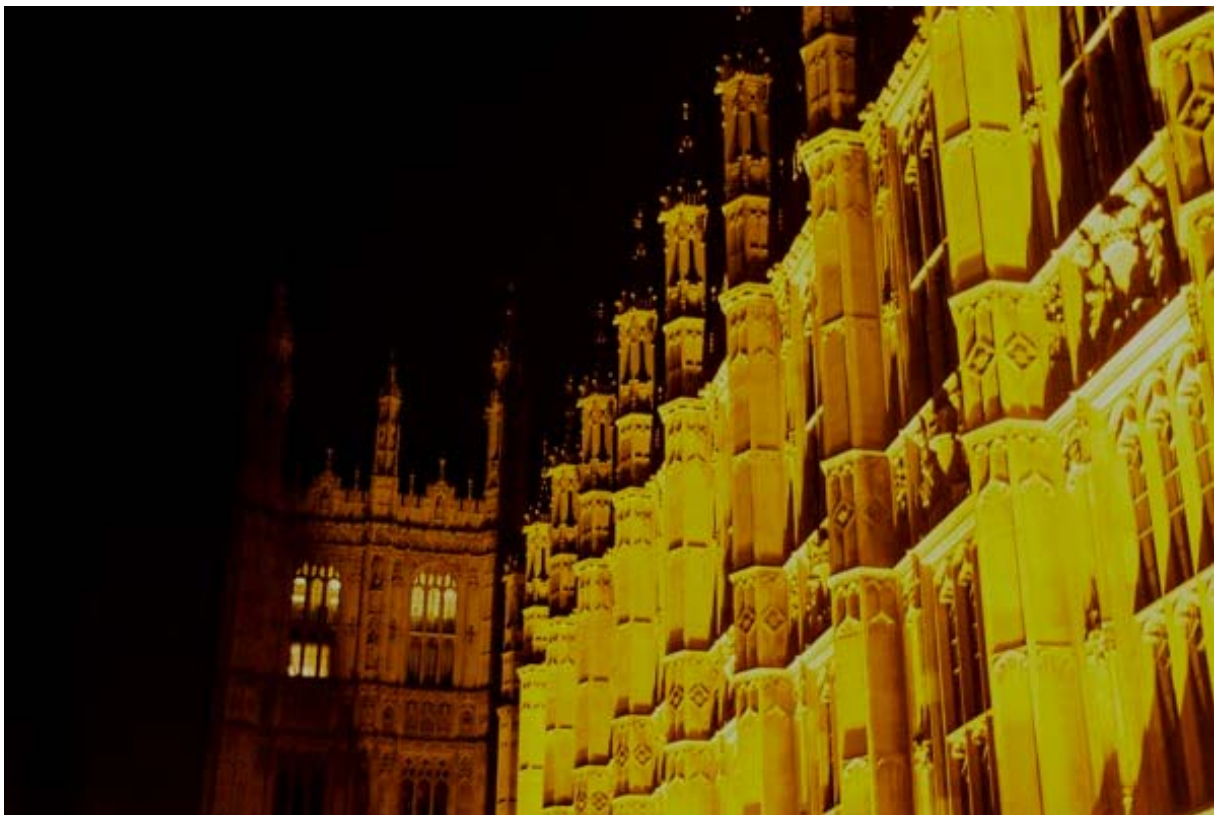


**All Party Parliamentary Group
Primary Care & Public Health**



Report

**Roundtable Discussion with NHS Future Forum & Self
Care Forum**

19 October 2011



1. Introduction

The roundtable discussion between members of the All Party Parliamentary Group on Primary Care and Public Health, the NHS Future Forum and the Self-care Forum took place at the suggestion of Professor Steve Field, chair of the NHS Future Forum. The purpose of the meeting was to provide expertise and contribution to the second phase of the NHS Future Forum's listening exercise with a focus on the areas of education and training, information, and public health.

Chairing the meeting was Lord Hunt of King's Heath, APPG Chair.

2. Attendance

APPG Members

Lord Hunt of King's Heath
Grahame Morris MP

Baroness Sue Masham

NHS Future Forum Members

Dr Charles Alessi

Self-Care Forum Board

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| Dr Simon Fradd, Concorida Health | Stephanie Varah, NAPP |
| Dr John Chisholm, Concordia Health | Dr Patricia Wilkie, NAPP |
| Roger Till, NAPP | Amanda Cheelsey, RCN |
| Susan Summers, NW SHA | Gopa Mitra, PAGB |



3. Key Recommendations

- Ensure that training for healthcare professionals, particularly nurses and healthcare assistants, gives them the practical skills required to work effectively within the NHS;
- Incorporate health education about self care and how to use the NHS appropriately into the national curriculum;
- Ensure messages about health are always consistent and continually reinforced;
- Keep health information services such as NHS Direct nationally commissioned since local commissioning would lead to a 'postcode lottery' for health information;
- The importance of self-care should be explicitly incorporated into the NHS Future Forum's report and recommendations;
- Ensure vital health education initiatives such as Sure Start are not abolished.

4. Education & Training

Discussion began on education and training for nurses and healthcare assistants with concern that degree courses put a greater emphasis on academic training than the practical and care skills required. It was agreed that while making nursing a degree level profession was the right move, the NHS, including commissioners and nursing leaders, need to work more closely with universities to ensure graduates are equipped with the right mix of skills, particularly in regard to the practical element. It was also thought that registration and regulation should be introduced for those

working as healthcare assistants to protect patient safety (Baroness Masham noted that an amendment is going to be proposed to make this statutory).

Dr Charles Alessi from the NHS Future Forum agreed that 'what we have at the moment is not quite fit for purpose' and that a lot of attention was needed to make sure education and training and operation and delivery are 'more strongly linked' and don't move in different directions.

Notably, Dr Simon Fradd from Concordia Health, stressed that educating the public about healthcare was just as important as training for healthcare professionals.

Stephanie Varah from the National Association of Patient Participation added that often 'the patient's voice is heard but not really listened to.'

5. Making every contact count

The question was raised that if we want a healthy population, how do we make every contact with a health professional count?

While the importance of a one-to-one consultation shouldn't be underestimated, it was agreed that what is needed is to have some ground swell of knowledge and understanding in the public as a whole. 'The public are the most influential part of the public's health and especially when it comes down to the individual level', commented Dr Simon Fradd.

6. Health education in schools

To do this, educating children to instill healthy behaviours from a young age was considered to be key. However, concerns were raised that with funding for schemes such as 'Sure Start' potentially under threat and lack of consistency in health education in schools that we could potentially end up with a postcode lottery for health education.

Putting health education about self-care and how to use the NHS appropriately into the national curriculum was recommended to enable and empower the public. For example, if children were encouraged to make small, positive changes and tell their parents to do the same it would reap immediate benefits across the whole population.

A knowledge of how the NHS works would also help patients access the right services and monitor and quality assure the services that they were being provided with. To initiate this, a more cross-departmental, joined-up approach would be required as the Department of Education would need to be involved to instigate such changes.

7. Consistent messages are key

A community development approach was also suggested to build on what people already wanted to do for themselves. Patient Participation Groups (PPGs) were cited as a microcosm of the kind of community projects that could help people as they raise awareness, offer support and signpost people to where they can get help. A project currently being run by the Self Care Forum was given as an example where PPGs and GP surgery staff are working together to produce a guide for surgeries on the kind of information and support needed to encourage patients to self-care for everyday, minor ailments.

It was acknowledged that pharmacists have a really good role to play in terms of educating people about self-care although the most important thing, Dr John Chisholm from Concordia Health noted, was that messages have to be consistent and reinforced, whether they come from a nurse, doctor, pharmacist or voluntary group.

Gopa Mitra from PAGB explained that consistency of messages for patients was among the Self Care Forum's aims, along with getting health education about self-care into the national curriculum and supporting professional education through a new Royal College of General Practitioners (RCGP) e-learning module on how to support patients with minor ailments through a 'self-care aware' consultation.

8. Utilising technology

The group agreed that both NHS Direct and NHS Choices are excellent and valuable resources for informing the public about health and where to go for help. With NHS Direct no longer to be nationally commissioned and NHS Choices to be reviewed, the fear was that the information available to people will become very fragmented and inconsistent.

It was pointed out that the government are not delivering on their pledge of 'no decision about me without me' and that giving people access to their own electronic medical records would help people give people more control over their own care. Greater utilisation of technology that would give other healthcare professionals access to electronic medical records, as well as allowing people to book appointments online and order repeat prescriptions was also seen to be positive. However, for these developments to be pushed forward and the public to get on board with it was thought that more needed to be done to explain the advantages. An example was given of a patient who spotted an error in her own medical record that would have led to her being prescribed the wrong medicine.

9. Conclusion

The underlying theme running through the discussion was about the public being listened to and enabled to express themselves in a way that they do get listened to as Dr Fradd commented 'it's the public's NHS and we have to facilitate how they drive that forward to deliver what they want and the quality they want.'

In the future there will inevitably be more choice and patients need good information about the quality of outcomes for different providers in order to allow more informed choices.

The closing remark was that in the last NHS Future Forum report there was only one mention of self-care, or to put it another way, patient empowerment. The NHS Future Forum was urged that if it has the opportunity to do anything in its second report, it really is to embed what could happen if people are empowered to be able to self-care at every stage of their lives from the point of getting up in the morning and brushing their teeth, through to self-management of long-term conditions and everything that comes in between.

The second report of the Future Forum is expected by the end of the year.

10. About the APPG

The All Party Parliamentary Group on Primary Care & Public Health

The Group was established in 1998 by Stephen Hesford MP, Dr Howard Stoate MP, members of parliament until the May 2010 elections, and Lord Hunt of King's Heath who is the current chairman alongside Kevin Barron MP. The function of the Group is to raise the profile of primary care and public health within Parliament; to speak within Parliament on behalf of both users and those working in the NHS; to place primary care and public health high on the Government's agenda and to inform debate by parliamentarians with outside bodies.

Current membership

Officers:

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|--------------------------------------|--------------------------------------|
| Lord Hunt (Co-chair) | Baroness Masham (Secretary) |
| Kevin Barron MP (Co-chair) | Julie Elliott MP (Executive Officer) |
| Baroness Gardner (Executive Officer) | |

Members of the Group:

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| Baroness Wall |
| Baroness Hooper |
| Baroness Thornton |
| Baroness Fookes |
| Virendra Shamra MP |
| Lord Naseby |
| Grahame Morris MP |
| Dr Sarah Wollaston MP |
| Gavin Suker MP |
| Theresa Villiers MP |
| Yasmin Qureshi MP |
| Caroline Nokes MP |
| Jim Dobbin MP |
| Bob Blackman MP |
| Baroness Pitkeathley |
| Nick De Bois MP |
| Andrew Love MP |
| Mark Garnier MP |
| Rosie Cooper MP |
| David Amess MP |
| Lord Harris |
| Oliver Colvile MP |
| Adrian Bailey MP |
| Lord Colwyn |
| Lord Rea |
| Lord Rix |

10. About the Self Care Forum

The Self Care Forum consists of the advocates of the Self Care Campaign, which launched in March 2010 and is made up of professionals from key organisations across primary care including the NHS Alliance, Royal College of Nursing, National Association of Primary Care, National Association of Patient Participation.

Advocates believe that it is clinical good practice to promote and encourage people to look after their own and their families' health when it is safe to do so. The aim of the Self Care Forum is to further the reach of self-care and embed it into everyday life.

Professor Mike Pringle, CBE, GP

Dr Peter Smith, OBE, NAPC

Dr Simon Fradd, Concordia Health

Dr Michael Dixon, OBE, NHS Alliance

Professor Nigel Sparrow, GP

Professor David Haslam, CBE, GP

Mark Duman, PIF

Dr Knut Schroeder, GP

Jeremy Taylor, National Voices

Lynn Young, RCN

Peter Baker, MHF

Dr Jim Lawrie, GP

Dr Patricia Wilkie, NAPP

Mike Farrar, NHS Confederation

Angela Hawley, DH

Gopa Mitra, MBE, PAGB

Dr Paul Stillman, GP

Sara Richards, Nurse Educator

Dr Ian Banks, Men's Health Forum

Dr Raj Patel, GP

Susan Summers, North West SHA

Dr John Chisholm, CBE, Concordia Health

Dr Amir Hannan, GP

Professor Sue Cross, nursing education

Dr Peter Carter, OBE, RCN

Stephanie Varah, NAPP

Dr Gill Jenkins, GP

Dr Sam Everington, OBE, GP

Dr Jag S. Dhaliwal, GP, NHS Institute

Stephen Johnson, DH

Sheila Kelly, OBE, PAGB

Dr Steve Boorman, Occupational Health
Consultant

