

## **Patient Participation Group Terms of Reference**

*Please note, this is not a definitive or complete statement of law on any subject, nor is any part of it deemed to be constituted as legal advice.*

**Title of the Group:** Roxbourne Medical Centre PPG

### **PPG Structure and Membership**

- 1.1 Membership of the PPG shall be open to all registered patients. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 1.2 All registered patients of the practice are automatically members of the Roxbourne Medical Centre PPG. Removal of a patient from the patient list will mean that they will cease to be a member of the PPG.
- 1.3 The PPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.
- 1.4 The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

### **2. Aims of the Patient Participation Group (PPG) Committee**

- 2.1 To facilitate meaningful connections between the GP practice (referred to as the 'practice' throughout this document) and the patients by listening to patient experience, interests and concerns and feeding this back to the practice. We will endeavour to keep the patients aware of the practice's current procedures and proposed new developments
- 2.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a solution- focused sounding board for everyone within the practice be it practice staff or patients.

- 2.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 2.4 To act as a representative group to support the practice and influence local provision of health and social care.
- 2.5 Meetings will be following a standard agenda and will not include individual patient complaints at any time. However, there will be an opportunity for patients to communicate their worries and concerns about the practice in solution- led meetings which will take place twice a year.

### **3. PPG and PPG Committee**

- 3.1 The Roxbourne Medical Centre PPG shall elect officers from among the members of the PPG and they will be known as the Roxbourne Medical Centre PPG committee. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG.
- 3.2 The PPG and the PPG committee shall both hold regular meetings. To maintain an active PPG committee any PPG committee member who fails to attend three consecutive PPG meetings may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.
- 3.3 The PPG committee shall normally not exceed twenty members. Between the Annual General Meetings, the PPG committee may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

### **4. Management of the Face-to-Face PPG**

- a) The PPG shall meet face to face no fewer than four times a year. The PPG committee may meet more regularly for planning purposes and liaison with the practice staff if/when required.
- b) In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.
- c) Meetings are subject to a quorum of five members of the PPG committee. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the Face-to-Face PPG committee. The resulting vacancy can be offered to another registered patient.

- d) The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- e) Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote. All practice staff representative will not have voting rights.
- f) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG committee and made available to all via email if requested by patient or hard copies displayed in the practice, as well as published on the practice's website.

## **5. Annual General Meeting**

- 5.1 Membership of the Face-to-Face PPG committee should be for no more than three years and elected at the Annual General Meeting. The same time limits shall apply to the terms of office of the officers.
- 5.2 The Chair of the PPG committee will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the local media, in the surgery waiting room and on the surgery website.
- 5.3 Any specific "officer" posts of the PPG Committee will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting by other members of the wider PPG Group.
- 5.4 Officers of the PPG committee and members of any Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.
- 5.5 Any member of the PPG who wishes to nominate him/herself for an "officer" position on the committee or working group, such as Chair or Secretary or any other official role, should advise the incumbent Chair of their proposed intentions at least two weeks prior to any Annual General Meeting. This should be by submission of a completed Nomination Form endorsed by two existing PPG members.

## **6. Confidentiality**

- 6.1 All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. Any member who works on behalf of the PPG includes working in the practice or consulting with other patients or members of the public should sign and return a copy of the practice's Confidentiality agreement before undertaking any such activity. A sample Confidentiality document with declaration will be provided by the practice.

## **7. Code of Conduct**

All PPG members must abide by the Code of Conduct shown at Appendix 1.

## **8. Activities of the PPG Committee**

As required in the GP Contract 2015/16 sections 5.2.1 to 5.2.6, the PPG will:

- a) Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
- b) Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
- c) Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
- d) Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
- e) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
- f) Communicate information which may promote or assist with health or social care.
- g) Explore overarching ideas and issues identified in patient surveys.
- h) Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG committee will, where possible, regularly meet and greet and engage with patients in the waiting area.

- i) Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
- j) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- k) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.
- l) Practice Newsletter - to be co-designed with the practice as a way to communicate with patients.
- m) Become a link between voluntary and social groups and practice patients by managing a page on the website and board in reception. To decide what information relevant to the needs of the patient population will be communicated.

**9. Signed agreement**

*NB: To ensure a jointly agreed approach by the practice and PPG committee members, this section should be signed by both parties.*

These Terms of Reference were adopted by .....the PPG committee at the meeting held at (venue / date) and may be reviewed according to emerging needs.

Signed by: .....PPG Chair      Dated .....

And ..... General Practice representative.      Dated.....

**Appendix 1**

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG committee? (make this commitment):

- A. To respect practice and patient confidentiality at all times.

- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients and the practice team.
- C. To be open and flexible and to listen and support each other.
- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels and following Roxbourne Medical Centre Complaint procedure
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
  - 1. Reading papers in advance
  - 2. Arriving on time
  - 3. Switching mobile phones to silent
  - 4. Allowing others to speak and be heard/respected

**Appendix 2**

**Sample meeting agenda**

**Name of Group**

**Meeting/Annual General Meeting**

Day/Month/Year | Venue | TIME (allocate time per item)

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1. Apologies
2. Approval and agreement of minutes from previous meeting (then upload on practice website)
3. Actions log
4. **Patient feedback** - Themes from patient complaints/survey results and feedback
5. **Practice update** – staff updates, new guidance and systems
6. **ICB and PCN update** – new services/local changes
7. National changes and updates
8. Date of next meeting: Day/Month/Time
9. Meeting to close by 00:00

If you are unable to attend please contact:  
.....

## Appendix 3 Equality

### Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender

Sexual orientation <https://www.gov.uk/equality-act-2010-guidance>