

## 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.*

All GP surgeries must have a PPG to enhance practice services. A PPG comprises patients, carers, and staff.

### 1. RMC PPG Structure and Membership

- 1.1 Membership is open to all registered patients, representing diverse demographics as required by GP contracts.
- 1.2 All registered patients are automatically members of RMC PPG. If a patient does not want to be a part of the PPG they can ask the practice to remove them from the PPG but they can remain as a patient”
- 1.3 The PPG remains non-political and respects diversity, adhering to the Equality Act.
- 1.4 Carers of registered patients may join the PPG even if they are not patients themselves.

### 2. The PPG Committee

Volunteer patients form a small committee. Contact us at [roxbournemedppg@outlook.com](mailto:roxbournemedppg@outlook.com). For complaints, use the website or contact the practice at 0208422 5602 or [haroccg.e84022@nhs.net](mailto:haroccg.e84022@nhs.net).

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

- 3.1 To endeavour to keep the patients aware of the practice's current procedures and proposed new developments through informal discussions in the practice.

- 3.2 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.
- 3.3 To try and 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.
- 3.4 To act as a representative group to support the practice and influence local provision of health and social care.
- 3.5 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 once a year.

#### **4 PPG and PPG Committee**

- 4.1 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 may include Chair, Vice Chair, Secretary, Social Secretary, Website Co-ordinator (vacancy). Other posts may be created by the Annual General Meeting or a proposal from the PPG.
- 4.2 The PPG committee shall 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 committee will extend an open invitation to practice staff to attend its meetings through the practice manager.
- 4.3 The PPG committee shall normally not exceed twenty members. Between the Annual General Meetings, the PPG committee may invite individual members to join the committee.
- 4.4 Patients wishing to join the committee mid-year, will need to attend 2 committee meetings as observers and read and sign these terms of reference prior to joining the committee.

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

- 5.1 The PPG committee will call a meeting of the PPG when necessary.
- 5.2 In the absence of the Chair those members who are present shall elect a

Chair from among the attendees.

## **6. Management of the Face-to-Face PPG Committee**

- 6.1 Meetings are subject to a quorum of 4 members of the PPG committee
- 6.2 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 PPG committee.
- 6.3 The PPG committee may invite relevant professionals or patients to specific meetings.
- 6.4 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.
- 6.5 The Secretary shall produce minutes of meetings to be considered by members of the PPG Committee, corrected and approved at the following meeting of the PPG Committee and subsequently made available to all patients inputted onto the website by a member of the practice staff. Individual patients can request a copy by contacting the practice.

## **7. Annual General Meeting**

- 7.1 It is the responsibility of the Chair of the PPG committee to convene an Annual General Meeting open to all registered patients and carers once a year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the surgery waiting room and on the surgery website.
- 7.2 Officers of the PPG committee 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.
- 7.3 Any member of the PPG who wishes to nominate him/herself for an "officer" position on the committee 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.

7.4 Membership terms are three years, elected at the AGM.

## 8. Confidentiality

8.1 PPG committee members must maintain patient confidentiality and sign the practice's Confidentiality Agreement when involved directly with patient/public activities.

## 9. Code of Conduct

Follow the Code of Conduct outlined in Appendix 1.

## 10. Signed agreement

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


Signed by:

General Practice representative

Name: **Pratibha Kumar**

Position: **Practice Manager**

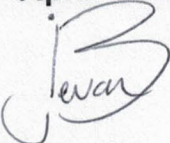
Dated: **9<sup>th</sup> April 2025**

Signed: 

Name: **Jane Bevan**

Position: **PPG Chair on behalf of the committee**

Dated: **9<sup>th</sup> April 2025**

Signed: 

## Appendix 1

The PPG Committee 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 committee as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels at the solution-based meetings which will be held every year or by going through the correct channels via the practice manager.
- 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 Equality

### Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together several 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