

Patient Participation Group

Terms of Reference

The Group shall be called the Tyntesfield Medical Group Patient Participation Group.

The Tyntesfield Medical Group (TMG) comprises four GP surgeries; Tower House Nailsea, Brockway Nailsea, Backwell and Long Ashton, and will be referred to as 'the Practice'.

The Patient Participation Group (PPG) is a group of interested TMG patients who help support the work of the Practice.

1.0 Aims

- 1.1 To facilitate good relations between the GP Practice and its registered patients.
- 1.2 To monitor patient experience and to actively follow up concerns raised through the TMG Family and Friends feedback. To review any other NHS surveys.
- 1.3 To work in collaboration with the Practice to improve services and facilities for patients.
- 1.4 To build two-way communication and cooperation between the Practice and patients, other individuals and organisations in health care and the wider community.
- 1.5 To act as a representative group to support the Practice and influence local provision of health and social care.
- 1.6 To organise health events to enhance patient education.
- 1.7 To promote wellbeing workshops and health talks in the locality.

2.0 PPG Structure and Membership

- 2.1 Membership of the PPG shall be open to all registered TMG patients. Membership shall endeavour to reflect the patient profile and be widely representative and inclusive.
- 2.2 Membership should have a maximum of twenty-six PPG members.
- 2.3 The PPG will be non-political and non-sectarian. The PPG will commit to the principles contained in the relevant Equality legislation.

3.0 PPG Committee

- 3.1 The TMG PPG may elect officers from among existing members and they will be known as the 'Committee.' These will include a Chair, Vice Chair (2No.), Secretary and Treasurer.
- 3.2 The PPG Committee will hold regular meetings for planning purposes and liaise with Practice staff if required. These meetings will be in addition to the full PPG Group meetings which will be held across the locality over ten months of the year.

4.0 Management of the PPG

- 4.1 A Practice manager and/or a member of the clinical team should attend the PPG meetings wherever possible. The PPG will extend an open invitation to all TMG practice staff. Meetings will be subject to a quorum of five members being present.
- 4.2 In the absence of a Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. Any member recorded as not attending 3 consecutive meetings without prior apology will be contacted by the secretary to establish if they wish to continue their membership or not. If they choose to resign from the PPG the resulting vacancy can be offered to another registered patient.
- 4.3 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- 4.4 Decisions shall be reached normally by a 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.
- 4.5 The Secretary shall produce minutes of the meetings and circulate to all members of the PPG within seven days. Minutes to be considered and approved at the following meeting.
- 4.6 The Treasurer shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting.

5.0 Annual General Meeting (AGM)

- 5.1 Membership of the PPG Committee should be for no more than 3 years in the same role and elected at the AGM. Specific officer posts will become vacant on an annual basis with the option to self - stand again for the same position or for another person to be nominated.
- 5.2 The Chair of the PPG will convene an AGM open to all registered patients and carers before the end of the selected month each year (September?). The date, venue and time shall be circulated to all members of the PPG at least 1 month prior to the meeting. TMG Practice to email patients, and add notification to their Web page and Facebook page. Notice of the AGM shall also be placed on all PPG noticeboards within the Practice.
- 5.3 Officers of the PPG and members of any Working Group will notify the Chair at least 1 month prior to the date of a convened AGM if they intend to step down from their position.
- 5.4 Any member of the PPG who wishes to nominate him or herself for an 'officer' position on the committee should advise the incumbent Chair of their proposed intentions at least 2 weeks prior to any AGM. This should be by formal submission, by email or in writing, endorsed by two existing PPG members.

6.0 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 whose work on behalf of the PPG includes work 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.

7.0 Code of Conduct

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

8.0 Activities of the PPG

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

- 8.1 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.
- 8.2 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.
- 8.3 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.
- 8.4 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.
- 8.5 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.
- 8.6 Communicate information which may promote or assist with health or social care.
- 8.7 Explore overarching ideas and issues identified in patient surveys.
- 8.8 Maintain a PPG noticeboard in the waiting room of each surgery with up-to-date information, current activities and opportunities for patients to comment (e.g. via a suggestion box).
- 8.9 Act as a forum for staff to raise Practice issues affecting patients. To offer input into any operational issues that may be affecting staff and to act as a patient voice so their views on Practice matters may be taken into account.
- 8.10 Act as a forum for ideas on health promotion, self-care and support activities within the Practice to promote healthy lifestyle choices.
- 8.11 Raise patient awareness of the range of services available at the surgery and help patients access/use such services more effectively.

Appendix 1

PPG Code of Conduct

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 relevant Equality legislation.

All members of the PPG 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.
- C. To be open and flexible and to listen and support each other.
- D. To allow all members to share email addresses and a contact telephone number in accordance with current Data Protection regulations.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- 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

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Signed agreement

These Terms of Reference were adopted by the Tyntesfield Medical Group PPG at the meeting held at

Venue:

Date:

NB These Terms of Reference may be reviewed according to emerging needs.

Signed by:

PPG Chair: Date:

TMG representative: Date: