

Shifnal and Priorslee Medical Practice

Patient Participation Group

Terms of Reference

1. Aims of the Patient Participation Group (PPG)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- 1.3 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.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.

2. PPG Structure and Membership

- 2.1 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.
- 2.2 Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG.
- 2.3 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.
- 2.4 The PPG shall elect officers from among the members of the PPG; Chair, Vice Chair and Secretary.
- 2.5 The PPG shall hold regular meetings. The PPG will extend an open invitation to practice staff to attend its meetings.
- 2.6 The PPG shall normally not exceed twenty members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

3. Management of the PPG

- (a) The PPG shall meet four times a year.
- 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. Apologies for absence and any items requested under 'AOB' should be sent to the 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. 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 vote.

f) The Secretary or appointed PPG member shall produce minutes of meetings to be considered and approved by the Chair. The minutes shall be posted on the PPG section of the practice's website and hard copies provided at the practice.

4. Annual General Meeting

4.1 The Chair of the PPG 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 email, in the surgery waiting area and on the practice website.

4.2 Any member of the PPG who wishes to nominate him/herself for a position as Chair, Vice Chair or Secretary 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.

5. Confidentiality

5.1 All members of the PPG must be made aware of the need to maintain absolute 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.

6. Code of Conduct

All PPG members must abide by the 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 the Equality Act (see Appendix 1).

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 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.

F. To accept that the ruling of the Chair 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.

7. Activities of the PPG

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 ideas and issues identified in patient surveys.
- h) The PPG 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.

8. Signed agreement

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

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

Signed by:PPG Chair Dated

AndGeneral Practice representative. Dated.....

Appendix 1 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>

