



## ROXBOURNE MEDICAL CENTRE

### Terms of Reference for the Patient Participation Group (PPG)

#### **Aims of the PPG**

- a) To facilitate good relations between the Practice and patients by communicating patients' experiences, interests and concerns and providing feedback on current procedures and proposed new developments
- b) To work collaboratively and positively with the Practice to improve services and facilities for patients and act as a forum for Practice staff on issues affecting patients
- c) To build open 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
- d) To act as a representative group to support the Practice and influence the local provision of health and social care

#### **Membership of the PPG**

- a) Membership of the PPG shall be open to all registered patients of Roxbourne Medical Centre. It shall, as far as possible, reflect the patient demographic and will be inclusive to all genders and ethnicities. Membership is not based on political, religious or other opinions/ characteristics of individuals
- b) The PPG shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act



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- c) Any new members are encouraged to complete a 'Contact Form for PPG Members' to ensure they are recorded as a PPG member. Members will be offered the chance to opt in as an attendee for meetings, virtual minutes only or a combination of the two
- d) The PPG group will meet in person on a regular basis and the PPG email address will be accessible to all registered patients
- e) The PPG will consist of a Chair, Vice Chair with support from the Practice. Further roles may be created as agreed by member consensus.
- f) During your participation in PPG activities within the Practice, you may hear or see information about staff, patients or other matters. All members of the PPG and any other patient or person engaged in surgery-based or direct-contact PPG activities shall be required to comply with the Terms of Reference for the Patient Participation Group and sign a 'Contact Form for PPG Members' before undertaking such activity
- g) The PPG extends an open invitation to attend meetings to representative(s) from:- GPs, clinical or administration staff (as decided by the Practice). There may be times where external organisations are invited (as decided by the Practice)
- h) The PPG reserves the right to select membership of the Group in some patient categories to ensure that it represents the whole Practice population



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- i) The overall patient membership base of the PPG shall not normally exceed fifteen. The PPG recognises the need to ensure that it is representative of all patients and shall retain the right to expand membership to fulfill the objective above. This will be reviewed by the Group on an ongoing basis.
  
- j) Any registered patient may join the Virtual Group. This is open to all registered patients and is an opportunity to reach out to larger numbers of patients who are unable to attend meetings. The PPG Chair and Vice are responsible for liaising with the Virtual group to avoid any exclusion and must ensure that any key themes/ issues identified by any members of the Virtual group are discussed in the meetings
  
- k) Notwithstanding the above any registered patient may contribute to the PPG through email, phone, meetings, feedback forms or other electronic feedback methods as in place e.g Facebook, Twitter.
  
- l) For housekeeping reasons and to maintain an active Patient Group in the absence of any apologies or contact to the contrary, any members with non-attendance recorded at three consecutive meetings will be transferred to the virtual group, or deemed to have resigned. Any resulting vacancy can be offered to another registered patient.

### **Code of Conduct**

Members of the Patient Participation Group make a commitment:-

- a) To respect Practice and Patients' confidentiality at all times (see 2(e)). All matters discussed remain confidential unless agreed otherwise



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- b) To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients. To conduct themselves with courtesy and consideration
- c) To be open, flexible, listen and support each other. Members should speak in turn to minimise disruption
- d) To abide by the 7 (Nolan) Principles of Public Life – Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership
- d) Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through the existing channels
- e) PPG members will not discuss their own personal health issues, medical condition or treatment in any emails or survey responses
- f) To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct
- g) Members of the PPG will not approach the media without the prior approval of the Practice
- h) PPG members are of course; free to comment as they wish as individuals. However, if they do so, they should make it clear that they are expressing a personal view and not that of the Practice or PPG



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- j) Otherwise to abide by principles of good meeting practice, for example:
  - o Reading papers in advance
  - o Arriving on time
  - o Switching mobile phones to silent
  
- k) Removal of a patient from the Practice list, for whatever reason, will mean that membership of the group ceases

### **Activities of the PPG**

The Group will:

- a) Contribute to Practice decision-making 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;
  
- b) 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's viewpoint;
  
- c) Communicate information which may promote or assist with health or social care;
  
- d) Explore ideas and issues identified from patient surveys;
  
- e) Act as a forum for staff to raise Practice issues affecting patients or for input into any operational issues affecting staff; in order that patients can have their views on practice matters taken into account;



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- f) Act as a forum for ideas on health promotion and self-care and support activities within the Practice to promote healthy lifestyle choices;
- h) Raise patients' awareness of the range of services available at the surgery and help them to use such services more effectively.

### **Meetings of the Patient Participation Group**

- a) The Patient Participation Group shall meet no fewer than three times a year.
- b) In the absence of the Chair/ Vice Chair the meeting shall be held by the Practice
- c) The PPG shall produce minutes of meetings and newsletters informing patients of its activities and decisions
- d) Copies of minutes will be available from the Surgery and on the Practice website or sent via email on request
- e) It is the responsibility of the PPG Chair/Vice Chair to circulate the minutes amongst attendees and virtual members
- f) PPG members (without email) may collect copies from the Surgery



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#### **Organisation of the Patient Participation Group**

- a) Notwithstanding the number of patients registered to the practice (approximately 7210) in order to make meetings manageable it is recommended that the Patient Participation Group meetings should be restricted to a maximum of 15 members. In exceptional circumstances additional attendees may be co-opted, dependent upon the nature of the business to be discussed
- b) Virtual Group members shall receive regular information sent by the PPG. Feedback and comments from this body shall be considered at the Group Meetings, and cascaded back to all members.
- c) The PPG will produce a quarterly newsletter, including contributions from members, and patients and with administrative support from Practice staff
- d) Administrative assistance if required will be provided by staff at the Practice. Mainly to circulate Agenda, Minutes and information to members

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