



## Frizinghall Medical Centre

### **Patient Participation Group (PPG) Constitution**

The Frizinghall Medical Centre Patient Participation Group (PPG) consists of a volunteer committee who are registered patients of the Practice

Our particular interest is the services the Practice offers and how these could be improved and made more accessible to the practice population.

As a patient group we attempt to help improve the health of the local community and make sure the patient's experience is as good as it can be.

A good PPG ensures the Practice remains accountable and responsive to the needs of all patients.

#### **1. Title of the Group**

- The Group shall be called **Frizinghall Medical Centre Patient Participation Group (PPG)** and shall be affiliated to the National Association for Patient Participation (N.A.P.P)

#### **2. Purpose**

- To ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by Frizinghall Medical Centre

#### **3. Objective of the PPG**

- To be established as an important and well recognised link between patients, carers and the Practice

- To ensure that issues common to all patients and carers are brought to the attention of the Practice.
- To complement the Practice and other elements of the NHS in ensuring patients are kept informed about issues affecting their primary care.
- To be a 'critical friend' to the Practice
- To advise the Practice on the patient and carer perspective and provide insight into the responsiveness and quality of services.
- To encourage patients to take greater responsibility for their own and their family's health.
- Carry out research into the views of those who use the Surgery, including carers of registered patients.
- Organise health promotion events and improve health literacy.
- Ongoing communication with the patient population.
- To seek opinion from underrepresented and seldom heard population groups.

#### **4. Means**

- Develop effective methods of communication with patients
- Communicate patient experiences, views and suggestions to healthcare professionals
- Contribute to Practice publicity
- Sponsor or assist in health promotion events or activities
- Establish links with other organisations as appropriate
- Consider a fundraising role if and when appropriate

## **5. Activities**

- To be kept informed of the Practice policies relating to the Clinical Commission Group (CCG) to which it belongs. It may express opinions on these policies on behalf of the patients.
- To consult with the Practice on service development and provision and assist in the assessment of community medical needs.
- To contribute to and be kept informed of Practice decisions.
- To advise the Practice on the education needs of the community by encouraging and supporting activities within the Practice to promote preventative medicine and healthy lifestyle choices.
- To produce Newsletters from time to time informing Patients of the work of the Practice and activities of the PPG. The Newsletter will be distributed by email and through the post where necessary and will be made available in the surgery and on the PPG web page.
- To seek to ensure that Patient information and advice are readily available and clearly presented.
- To represent patients at the Practice in seeking to influence local provision of the health and social care.

## **6. Membership of the Committee**

Membership of the Committee is open to any registered patient of the Practice.

Patients seeking to join the PPG Committee should do one of the following:

- Speak to the Patient Engagement Lead (PEL) who will pass their details to the PPG Chair

- Complete an application form available from reception or the PPG area of the waiting room
- Complete the online application form on the Frizinghall Medical Centre website
- Patients interested in joining will be given a copy of the Constitution and Ground Rules

## **7. The Committee**

- The Committee will be composed of two officers - Chair, Patient Engagement Lead (PEL), between four and six other members along with GP (where possible) and another member of the Practice Staff.
- Additional members may be co-opted from time to time to represent a particular patient cohort or to contribute a particular skill, knowledge or experience.

## **8. Finances**

- In the event that the Group raises funds, all such funds collected by the Group shall be handed to the Practice Manager who shall pay the same into an account in the name of the Group at such bank or building society as Committee may from time to time decide. Any two members of the Committee must sign all cheques

## **8. Conduct of meetings**

- The Committee shall meet not less than 4 times in any 12-month period
- A minimum of two patient members, one officer and must be present for a meeting to take place.

- If necessary, decisions will be agreed by a simple majority vote of members. In the event of a tied vote the Chair shall have casting vote.
- Notes shall be kept and a record of all proceedings and resolutions therein.
- Behaviour or conduct by any member of the PPG Committee which is disruptive or likely to cause distress to others or to bring Frizinghall Medical Centre into disrepute will be asked to leave.

## **9. Members of the PPG**

- Membership shall be open and free to all patients and staff of the Practice.
- Members meeting with be held twice a year, which all patient are entitled to attend.

## **10. Members of the PPG make a commitment to:**

- Respect Surgery and patients' confidentiality at all times. All matters discussed are to remain confidential unless agreed otherwise
- Not to use the PPG as a forum for personal agenda's or complaints.
- The ruling of the Chair or /and the Patient Engagement Lead (PEL) shall be final on matters relating to orderly conduct

## **11. Conduct of PPG Members**

- Matters discussed within the PPG are confidential and must not be discussed with anyone outside the PPG. On joining the PPG, members must sign the Confidentiality Agreement.
- Behaviour or conduct by any member of the PPG which is disruptive or likely to cause distress to others or to bring

Frizinghall Medical Centre into disrepute will be asked to leave the PPG.

- Not to use the PPG as a forum for complaints or personal agendas