

Abbey Medical Group Patient Participation Group

Terms of Reference 2024-2025

The Group shall be called the Abbey Medical Group (AMG) Patient Participation Group.

1. Aims of the Patient Participation Group (PPG)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice') 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 influence local provision of health and social care.
- 1.5 To raise funds for the practice to assist in the purchase of additional equipment and services for the benefit of patients.

2. PPG Structure and Membership

- 2.1 Membership of the PPG shall be open to all registered patients. Efforts will be made to ensure membership reflects the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities. Additional members may be co-opted by agreement of the Group.
- 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 PPG will be non-political and non-sectarian, and will respect diversity and commitment to the principles contained within the Equality Act.
- 2.4 The carer of a patient registered with the practice can be a member of the PPG even if they are not a patient at the practice.

The PPG Committee

- 2.5 The AMG PPG shall elect officers from among the members of the PPG and they will be known as the Abbey Medical Group PPG Committee. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG.
- 2.6 The PPG committee shall hold regular meetings. To maintain an active PPG, any member who fails to attend three consecutive PPG meetings may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.
- 2.7 The PPG shall normally not exceed twenty members. The PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

Virtual Membership of the PPG

- 2.8 To support the PPG and extend its reach, meetings will be available to access online. Any patient or group member may join the meeting by remote access by invitation.

3. Management of the Face-to-Face PPG and the Virtual PPG

- a) The PPG shall aim to meet quarterly and no less than three times a year. The PPG committee may meet more regularly for planning purposes and liaison with the practice staff if required and extraordinary meetings may be called in response to significant issues arising.
- b) In the absence of the Chair and Vice Chair, members who are present shall elect a Chair from among the attendees.
- c) Meetings are subject to a quorum of five members. Apologies for absence should be sent to the Secretary or Chair prior to the meeting.
- 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 deliberative vote.
- f) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG and VPPG and made available to all via email or hard copies displayed in the practice.
- g) The Treasurer (if applicable) shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting.

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 a notice in the local media, in the surgery waiting room and on the surgery website.
- 4.2 Any specific “officer” posts of the PPG Committee will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting by members of the group.
- 4.3 Officers of the PPG 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. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.
- 4.4 Any member of the PPG who wishes to nominate him/herself for an “officer” position on the committee or working group, 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.

5. Confidentiality

- 5.1 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. A sample Confidentiality document with declaration can be found in the PPG Information and Support Pack (Document 9) if one not already available in the practice.

6. Code of Conduct

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

7. Activities of the PPG

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

- a) Establish and maintain a group known as a “Patient Participation Group” comprising some of its registered patients for the purposes of:
- obtaining the views of patients who have attended the Contractor's practice about the services delivered by the Contractor

- enabling the Contractor to obtain feedback from its registered patients about those services.
- b) The Contractor is not required to establish a Patient Participation Group if such a group has already been established by the Contractor in accordance with any directions about enhanced services which were given by the Secretary of State under section 98A of the 2006 Act before 1st April 2015.
- c) The Contractor must make reasonable efforts during each financial year to review the membership of its Patient Participation Group in order to ensure that the Group is representative of its registered patients.
- d) The Contractor must engage with its Patient Participation Group, at such frequent intervals throughout each financial year as the Contractor must agree with that Group, with a view to obtaining feedback from the Contractor's registered patients, in an appropriate and accessible manner which is designed to encourage patient participation, about the services delivered by the Contractor.
- e) Review any feedback received about the services delivered by the Contractor, whether by virtue of clause 5.2.4(a) or otherwise, with its Patient Participation Group with a view to agreeing with that Group the improvements (if any) which are to be made to those services.
- f) The Contractor must make reasonable efforts to implement such improvements to the services delivered by the Contractor as agreed between the Contractor and its Patient Participation Group.

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 Abbey Medical Group PPG at the meeting held at Blidworth Surgery 19.03.24 and may be reviewed according to emerging needs.

Approved by: Carol Feltham PPG Chair
And Fran Chater General Practice Manager.

Dated
Dated

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 the Equality Act.

All Members of the PPG (including the Virtual 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 or other presiding officer is final on matters relating to orderly conduct.
- G. 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