

**Castle Healthcare Practice Patient Participation Group**

**Constitution and Terms of Reference**

**Last Revision – August 2023**

**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. To act as a “critical friend” to the Practice from a patient perspective and to facilitate constructive two-way communications between patients and the Practice.
- 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 act as a representative group to support the Practice and influence local provision of health and social care.
- 1.4 To improve communication between the Practice and its patients; being an advocate for the Practice where appropriate.
- 1.5 Contribute to Practice decision-making and act as a consultative body for service development and provision by being an advocate for patients.

**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, age and abilities as required in the GP contract. The criteria for selection will be by reference to 2.4 (below), skills, experience and commitment.
- 2.2 The PPG Committee is a small group of patients, which usually meets bi-monthly with Practice representatives, by request, to achieve the above outcomes. In addition, there is a “Virtual PPG” (VPPG) which the PPG Committee consults via email and via the Practice’s website. Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG or VPPG.
- 2.3 The timing and venue of meetings will be kept under regular review to ensure, as far as is possible, that they are not a barrier to achieving the aims in 2.4 below.
- 2.4 The PPG will be non-political and non-sectarian and, at all times, respect diversity and exemplify its commitment to the principles contained within the Equality Act, as detailed in Appendix 4.
- 2.5 The Castle Healthcare Practice PPG shall elect officers and they will be known as the Castle Healthcare PPG Committee. These will include Chair, Vice-Chair, Secretary,

Deputy Secretary and, if needed, a Treasurer. Other posts may be created at the Annual General Meeting on a proposal from the PPG e.g. Communication Lead.

2.6 The PPG will ideally consist of no more than 12 registered patient members plus a Practice Representative when required. This can, however, be expanded to a maximum of 14 to assist in complying with the aims of point 2.4 above or, as a temporary measure, to assist with introducing potential new members.

2.7 The PPG Committee shall hold regular meetings. To maintain an active PPG, any PPG 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 Business Manager/Operations Manager.

### **3 Management of the PPG Committee and the Virtual PPG**

3.1 The PPG Committee shall meet no fewer than 6 times a year. The PPG Committee may meet more regularly for planning purposes and liaison with the Practice staff if required.

3.2 In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.

3.3 Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Secretary or 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. The Practice will hold a waiting list of patients expressing an interest to join the PPG.

3.4 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG and will be required to sign a confidentiality agreement.

3.5 Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by a 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.

3.6 At the end of each meeting the Chair will summarise key action points and who is responsible for dealing with these. These will also be recorded on the action plan and kept with the Minutes.

3.7 The Secretary shall produce Minutes of the meetings to be considered and approved at the following meeting. Before being finalised, the Minutes should be sent to members of the PPG Committee. The Secretary will aim to produce and circulate the Minutes, Agenda and Action Plan, using Microsoft Word, within 7 days of any meeting.

3.8 Once agreed by the PPG Committee and Practice, the Minutes of the meetings will be posted on the PPG notice board and on the website, along with any other items of interest, omitting any confidential items.

3.9 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 There will be an Annual General Meeting (AGM) of the PPG to appoint any new and existing members for the following year. At the AGM, the PPG will also elect a PPG Committee consisting of a Chair, Vice Chair, Secretary, Deputy Secretary, delegates to any associated bodies and, if required, a Treasurer.

4.2 Members of the PPG Committee will notify the Chair, at least one month prior to the date of the convened AGM, if they intend to step down from their position and no longer be available for nomination/selection.

4.3 PPG Committee members must be willing to serve a minimum of 12 months and, if possible, should be prepared to give at least 6 months' notice if wishing to resign, to allow a suitable replacement to be found.

4.4 Membership of the PPG Committee should be for no more than three years unless a longer term is agreed by the PPG members and elected at the AGM.

4.5 New members will normally be expected to complete an application form to the Practice, providing background information/reason for wishing to join the PPG. A meeting with the Practice Administration Team and the PPG Chair will be arranged to assess any appropriate skills, experience, and suitability for the position.

4.6 The criteria for PPG membership selection will be non-discriminatory and will relate to skills, experience, and commitment. Any selection issues or disputes will be decided by the existing PPG Committee in conjunction with the Practice.

4.7 If any patients wish to volunteer mid-term and there are vacancies, their applications will be considered in accordance with the above application process. If there are no vacancies, the Practice and PPG shall keep a record of their details until the following AGM.

#### **5 Confidentiality**

5.1 All members of the PPG (including the PPG Committee and Virtual Groups) must be made aware of the need to always maintain absolute patient confidentiality. 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**

- 6.1 All PPG members must abide by the Code of Conduct shown at Appendix 1.
- 6.2 External visitors attending PPG meetings should read and sign the Visitors Code of Conduct shown at Appendix 5. The signed document should be given to the Practice Representative before the PPG meeting commences.

## **7 Activities of the PPG**

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


- 7.1 Make reasonable efforts during each financial year to review its membership to ensure that it is representative of the registered patients in the Practice.
- 7.2 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.
- 7.3 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.
- 7.4 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.
- 7.5 Communicate information which may promote or assist with health or social care.
- 7.6 Explore overarching ideas and issues identified in patient surveys.
- 7.7 Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g. via a suggestion box). The PPG will, where possible, meet and greet and engage with patients in the waiting area on vaccination days.
- 7.8 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.
- 7.9 To provide links, where possible, for patients with specific needs to form or join existing support groups.
- 7.10 To be a forum for the exchange of information on health and related issues, promote health education and where appropriate influence local health care issues.
- 7.11 To liaise with other PPGs, where appropriate, to share best practice and good ideas from elsewhere which might enhance the well-being of patients and/or staff. Build relationships with user-led groups in the area e.g. Local Healthwatch, Community and user-led groups.

**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 Castle Healthcare PPG at the meeting held at Castle Healthcare Practice on Tuesday 5th September 2023 and may be reviewed according to emerging needs.

Name (PPG Chair)	Adopted by all PPG members – 05/09/2023
Signature (PPG Chair)	Adopted by all PPG members – 05/09/2023
Date	Adopted by all PPG members – 05/09/2023

Name (Practice Representative)	Jack Eyre, Operations Manager
Signature (Practice Representative)	
Date	05/09/2023

## Appendix 1 PPG Code of Conduct

PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, always, respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

- A To always respect Practice and patient confidentiality.
- B All attendees should conduct themselves in a courteous and professional manner. If any member is disruptive or uncooperative, he or she may be asked to resign by the Chairperson or Vice Chairperson after consultation with the group.
- C To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- D To be open and flexible and to listen and support each other.
- E To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
- F Any member wishing to speak should indicate and go through the Chair. This ensures that meetings run smoothly and that all members have a fair opportunity to contribute, especially those who are less self-confident.
- G Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- H To accept that the ruling of the Chair or other presiding officers is final on matters related to orderly conduct.
- I To abide by principles of good meeting practice, for example:
  - Reading papers in advance
  - Arriving on time
  - Switching mobile phones to silent
  - Allowing others to speak and be heard/respected.
- J PPG members to be mindful that patient participation is not a “talking shop”. Groups whose sole purpose is confined to meeting, receiving information from the Practice, and discussing items of interest are unlikely to thrive and grow. It becomes difficult to maintain interest and there is the significant risk that discussion becomes negative and is at risk of being monopolised by one or more strong individuals with strong views on particular issues. Without clear evidence of some activity or results showing benefit to the patient community, or to the Practice, patients will not sustain interest and will drift away. New members will see no point in being involved.

**Appendix 2 Sample PPG Meeting Agenda**

**Castle Healthcare Practice**

**PPG Meeting Agenda**

**Meeting Date –**

<b>Agenda Item</b>	<b>Speaker</b>	<b>Media</b>	<b>Time</b>
<b>1. Welcome &amp; Introductions</b>	<b>PPG Chair</b>	<b>Verbal</b>	<b>5.30 – 5.35</b>
<b>2. Apologies for Absence</b>	<b>PPG Secretary &amp; Chair</b>	<b>Verbal</b>	<b>5.35 – 5.40</b>
<b>3. Minutes of the Last Meeting</b>			
<b>4. Matters Arising</b>			
<b>5. Guest Speaker/GP Rep</b>			<b>5.40 – 6.15</b>
<b>6. Practice Feedback</b>	<b>Practice Representative</b>	<b>Verbal</b>	<b>6.15 – 6.30</b>
<b>7. Chair's Update</b>	<b>PPG Chair</b>	<b>Verbal</b>	<b>6.30 – 6.40</b>
<b>8. PPG Activities</b>	<b>All</b>	<b>Discussion</b>	<b>6.40 – 7.00</b>
<b>9. Virtual PPG Update</b>	<b>Practice Representative</b>	<b>Verbal</b>	<b>7.00 – 7.10</b>
<b>10. A.O.B.</b>	<b>All</b>		<b>7.10 – 7.15</b>
<b>11. Date and Time of Next Meeting &amp; Close</b>	<b>PPG Chair</b>	<b>Verbal</b>	<b>7.15 – 7.30</b>

Appendix 3 PPG Meeting Action Log

PPG Meeting Action Log

Date of PPG Meeting	Item	Action	By Whom	Progress



## Appendix 4 Equality

### Equality Act 2010

The Equality Act 2010 brings together several 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 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 [www.gov.uk](http://www.gov.uk)

Everyone in Britain is protected by the Act. The “protected characteristics” under the Act are:

- Disability
- Gender reassignment
- Age
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender
- Sexual orientation

For more information, visit: <https://www.gov.uk/guidance/equality-act-2010-guidance>

## Castle Healthcare Practice Policies and Procedures

### Introduction

These policies and procedures apply to both clinical and non-clinical visitors to the Practice, and others (such as contractors) who may wish to enter non-patient areas from time to time. This Code of Conduct may be considered along with the documents; Confidentiality Code of Practice, Fire Safety Policy and Health & Safety Policy, and Equal Opportunities Policy – copies available upon request.

Should you have any matters of concern, you are welcome to and encouraged to, raise any issues with the Operations Manager, Business Manager, or a GP Partner, or if appropriate, the local Primary Care Organisation's Chief Executive.

### Confidentiality

Confidentiality is central to the work of everyone working in general practice. All information about patients and staff is confidential, unless direct consent is provided to have information shared.

During the course of your visit, you may become aware of confidential information i.e. concerning staff and patients. All such information must be treated as strictly confidential, and a breach of such confidences will be regarded as serious misconduct.

Any breach of confidentiality associated with the terms of the Data Protection Act 1998 could result in a civil action against you for damage, in addition to any disciplinary action, which would be taken by your employer.

### Fire Safety

As a visitor or contractor on Practice premises, it is essential that in the event of a fire and/or evacuation, instructions given by Practice staff are complied with promptly.

If you hear the fire alarm activate, immediately make your way to the nearest fire exit (see below) in a calm manner and wait at the fire evacuation meeting point (see below) for further instruction from Practice staff.

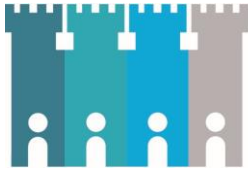
During an evacuation, trained Practice staff will be carrying out tasks to ensure everyone is safely out of the building. Please exit the building safely and do not offer assistance to others.

Fire exits are located at:

- Main entrance
- Staff entrances
- Downstairs clinical room corridors – Wilford Lane end

Fire evacuation meeting point – Car Park, Wilford Lane, Castle Side

The weekly fire alarm test is carried out on a Wednesday afternoon 2:00pm-3:00pm. During this time, three short bursts of the fire alarm will sound. You do not need to evacuate the building at this time.



## Health & Safety

Castle Healthcare Practice is committed to ensuring the health, safety and welfare of all visitors to the Practice, including contractors and temporary workers as well as any members of the public who might be affected by the Practice's work operations. The Operations Manager has responsibility for the day-to-day health and safety in the Practice.

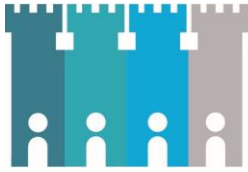
While the Practice Management Team will take all reasonable steps to ensure the health and safety of its employees, visitors and contractors, health and safety at work is actually the responsibility of each and every employee, visitor and contractor. This includes employees, visitors and contractors taking reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person.

### Visitors sign off:

Print Name	
Signed	
Date	
Company/Organisation Name	
Position	
Address	
Contact Number	

### Authorised by:

Signed	
Print Name	
Position	
Date	



**Patient Participation Group (PPG)**

**Membership Application Form**

(Please Print Information Clearly In Capital Letters)

<b>Title:</b>	<b>Forename:</b>	<b>Surname:</b>
<b>Address:</b>		
<b>Postcode:</b>		
<b>Home Phone:</b>	<b>Mobile Phone:</b>	
<b>Email Address:</b>		

Membership to the Castle Healthcare Practice PPG is open to all registered patients. The information below will assist in the aim of making the PPG as representative of the Practice profile as possible.

<b>Ethnic Origin:</b>	<input type="checkbox"/> White	<input type="checkbox"/> Asian	<input type="checkbox"/> Black	<input type="checkbox"/> Other
Please specify or give more detail to the above generic terms:				
<b>Age:</b>	<input type="checkbox"/> 16-30	<input type="checkbox"/> 31-45	<input type="checkbox"/> 46-60	<input type="checkbox"/> 60+

Please list any days or times that you are unavailable to attend meetings:				
How would you describe how often you come to the Practice? (please tick one answer)	<input type="checkbox"/> Regularly	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Rarely	
Why are you interested in joining the Castle Healthcare Practice PPG?				
What skills/experience could you bring to the PPG? i.e., information technology, previous experience working within the NHS etc.				



Your information will be treated in the strictest confidence, where current data protection legislation will be adhered to at all times. Your information will be retained by the Practice and will not be divulged to any other person or organisation not directly connected to the Practice.

If an email address is provided, this will be used as the principle means of communication between PPG members, especially for the distribution of meeting papers etc. as this is usually a block communication, your email address may be visible to other recipients.

Members are responsible for printing their own copies of meeting papers as required. During face-to-face meetings, a small number of copies may be provided.

<b>PPG Member Consent</b>	
By signing below, you are providing consent for this information to be stored by the Practice and to be contacted regarding matters related to the PPG and the Practice.	
<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

Please return this document to the Practice reception desk for the attention of the Operations Manager.