

Attleborough Surgeries

PATIENTS PARTICIPATION GROUP TERMS OF REFERENCE

Name

The group shall be called the Attleborough Surgeries PPG.

Aim

To act as a 'critical friend' to the Practice to improve its provision of healthcare and to strengthen the relationship between patients and the Practice by communicating Practice decision making to patients and giving constructive criticism to the Practice from the patient viewpoint.

Objectives

- Provide a range of ways for patients to share their views about services and the practice environment
- Use information gathered from patients to discuss general or specific issues and to recommend / contribute to the implementation of improvements within the Practice.
- Represent the 'patient voice' within and beyond the Practice.
- Encourage communication of positive public health messages.
- Promote health and wellbeing in the community and consolidate links between the Practice and local groups, organisations and services.
- Link with other practice PPGs, relevant locality forums.
- Represent the PPG at CQC inspections ck.

Board Membership

- Membership is restricted to patients registered with Attleborough Surgeries (or their nominated representative)
- The PPG shall aim to reflect a cross section of the patient population without discrimination.
- The Group will elect a Chairperson. This person will serve for a 12-month period after which re-election will take place. The Board may like to establish the role of Deputy additionally. (see Appendix - **Roles of Chairperson and Deputy**).
- The PPG will appoint a Secretary, either from the PPG members or staff member from the Practice, who will be responsible for taking meeting notes and circulating agendas and other appropriate paperwork.

Meetings

- Meetings will usually take place at the Practice by arrangement every quarter.
- The date and time of meetings will be mutually agreed by the Chairperson and the Practice and communicated to all PPG members.
- An agenda will be circulated to all members and guests before the meeting inviting additional agenda submissions no later than 1 week before the meeting.
- The Practice Manager will attend the PPG meetings by invitation. The agenda will include a standing item 'Practice Update'.

- Agendas and minutes will be public documents and will be openly shared and uploaded to the Practice website.

Rules for Membership and Meetings

Members will:

- Provide apologies / confirm attendance for all meetings.
- Not use the meetings as a forum for individual complaints and single issues.
- Be committed to open, respectful and constructive discussion and courteous exchanges between themselves at all times otherwise membership on the PPG may be terminated, or in extreme circumstances the group may be suspended or terminated.
- Declare to the Chairperson any personal or professional interests which may compromise their impartiality as a member of the PPG. The Chairperson should declare any such interest to the group as a whole.
- Not discuss any confidential information outside of meetings.
- Formally approve new members to the Board having met with them and discussed the role with them, ensuring they can commit. This will be achieved by a majority – the Chairperson having the casting vote where required.
- Formally approve the termination of the membership of a member of the Board through majority – the Chairperson having the casting vote where required.
- Respect the decisions of the Practice where they differ from the Board.
- Respect the decision of the Practice in an instance where the PPG is being disbanded or seeks new Board members.

Subgroups

The group may establish subgroups at any time to deal with specific issues or activities.

Review

These Terms of Reference will be reviewed by the PPG annually.

Date of adoption:

Signed by Chairperson

Print _____

Appendix:

Roles of Chairperson and Deputy

The Chairperson and Deputy will be responsible for:

- Ensuring regular, effective communication between the PPG and the Practice.
- Acting as designated spokesperson for the PPG where appropriate.
- Planning and managing meetings in partnership with the Secretary and the practice.
- Linking the PPG with the wider network of PPGs, relevant locality forums.
- Having the casting vote(s) in the event of any unresolved decision-making process.

Appendix:

PPG Member Adoption of Terms of Reference

I agree that I have read the terms of reference for Attleborough Surgeries PPG and agree to abide by the rules of engagement and to act as a 'critical friend' to the Practice.

Members Name: _____

Signature: _____

Date: _____