**CANTERBURY MEDICAL PRACTICE**

**Patient Participant Group**

**Terms of Reference**

**Title of the Group**

The Group shall be called the Patient Participant Group (PPG)

**1. Aims of the Patient Participant Group (PPG*)***

1.1 To provide a voice, as patients, on behalf of the population registered at Ethelbert Road Surgery, Bridge Health Centre and Littlebourne Surgery, thus all-encompassing as the Canterbury Medical Practice group. Please refer to our practice boundary on our practice website.

1.2 To recognise the need to consult with the wider registered population Ethelbert Road Surgery, Bridge Health Centre and Littlebourne Surgery on some issues where specific groups may need to be targets for their views e.g children and young people, older people, people with disabilities etc.

1.3 To achieve a dialogue between patients and the practice so that some balance can achieved between any conflicting aims and expectations

1.4 To provide feedback for planning new services and evaluation existing ones

1.5 To raise awareness to gaps in service and propose resolutions to help bridge gaps

1.6 To provide a forum for trends in complaints to be discussed and proposals for resolution developed

1.7 To hear reports of successes and praises that the surgery and staff receive from patients

1.8 To encourage involvement in health promotion and educational activities appropriate to people’s health need and understanding.

1.9 To provide resources of knowledge, skill and energy to help improve access for patients to primary healthcare.

2.0 To work with other agencies and bodies to improve the level and co-ordination of NHS health services for the population registered at Ethelbert Road Surgery, Bridge Health Centre and Littlebourne Surgery.

**3. PPG Structure and Membership**

3.1 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, ages and abilities as required in the GP contract.

3.2 All registered patients of the practice are automatically members of the PPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG.

3.3 The PPG will be non-political and non-sectarian, and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.

3.4 The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

**4. PPG and PPG Committee**

4.1 The PPG shall elect officers from among the members of the PPG and they will be known as the PPG committee. These will include Chair, Deputy, Secretary and, if needed, a Treasurer.

4.2 The PPG and the PPG committee shall both hold regular meetings. To maintain an active PPG. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager dependant on agenda items and relevance to the invited practice staff.

4.3 The PPG shall normally not exceed 30 members to enable clear decision making The PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

**5. Housekeeping and Management of PPG**

5.1 The group will hold meetings four times a year

5.2 The group will ideally have at least five patients present (as well as GP’s, Managers and Administration staff)

5.3 Minutes of the discussions will be taken and agreed at the subsequent meeting

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 made available to all via email.

5.4 Items for agenda will be required at least two weeks prior to meeting

5.5 Minutes will be shared at Partners’ meetings/staff meetings, where appropriate.

5.6 PPG Committee Chair to rotate every 2 years, and Deputy to cover absences

5.7 In the absence of the Chair and Deputy Chair, those members who are present shall elect a Chair from among the attendees

5.8 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. Once maximum capacity (30 PPG members) are met, a waiting list will be compiled to join with the exit of an established member creating a vacancy and the waiting list used to offer to another registered patient waiting to join.

5.9 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.

6.0 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

**7. Confidentiality**

7.1All 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.

**8. Code of Conduct**

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

9. Activities of the PPG

**9.1** Make reasonable efforts during each financial year (April each year) to review its membership in order to ensure that it is representative of the registered patients in the practice.

9.2 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.

9.3 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.

9.4 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.

9.5 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 viewpoint.

9.6 Communicate information which may promote or assist with health or social care.

9.7 Explore overarching ideas and issues identified in patient surveys.

9.8 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, regularly meet and greet and engage with patients in the waiting area.

9.9 Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.

10.0 Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.

10.1 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

11. 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 …………………………….PPG at the meeting held at (venue / date) and may be reviewed according to emerging needs.

Signed by: ………………………………………………………………PPG Chair Dated ……………………

And ………………………………………….General Practice representative. 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:

1. To respect practice and patient confidentiality at all times.
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
3. To be open and flexible and to listen and support each other.
4. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
5. To accept that the ruling of the Chair or Deputy Chair is final on matters relating to orderly conduct.
6. Otherwise to abide by principles of good meeting practice, for example:
7. Reading papers in advance
8. Arriving on time
9. Switching mobile phones to silent
10. Allowing others to speak and be heard/respected