

The Chislehurst Partnership Patient Participation Group

Terms of Reference

1. Aims of the Patient Participation Group (PPG)

- 1.1 Act as a bridge between the Practice and their patients.
- 1.2 Champion patients' voices at PPG meetings.
- 1.3 Provide information to patients through newsletters and other media
- 1.4 Provide feedback to the Practice from the patients
- 1.5 Listen and act upon patient views
- 1.6 Act as a representative group that can be called upon to influence the local provision of health and social care

2. PPG Principles

- 2.1 All members will adhere to the PPG Code of Conduct. (See Appendix 1)
- 2.2 The PPG will be non-political, non-sectarian and always respect diversity and exemplify its commitment to the principles contained within the Equality Act. (See Appendix 2)
- 2.3 All members of the PPG must always maintain absolute patient confidentiality and should sign the PPG Confidentiality Agreement before or when attending their first meeting. Anyone working on behalf of the PPG, including working in the Practice or consulting with members of the public, should sign and return a copy of the PPG's Confidentiality Agreement before undertaking any such activity. (See Appendix 3)

3. PPG Membership

- 3.1 Membership of the PPG shall be open and free to all registered patients and staff of the Practice, and all shall be welcomed warmly.
- 3.2 When a patient ceases to be registered with the Practice, he/she will cease to be a member of this PPG.
- 3.3 The carer of a patient registered with the Practice can be a member of the PPG even if not a patient at the Practice.

3.4 The PPG shall normally not exceed twenty members; however, this figure is not fixed to enable a fair and proportionate representation of the Practice population. Between the Annual General Meetings, the PPG may co-opt individual members, if needed.

3.5 The PPG will make regular reasonable efforts to review its membership with the aim of remaining representative of the registered patients in the Practice.

4. PPG Management

4.1 The PPG shall elect officers from among the members of the PPG to form the PPG committee. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created at the Annual General Meeting, if required.

4.2 The PPG shall meet face-to-face at least three times a year. (This can be via an online video meeting). The PPG committee may meet more regularly for planning purposes and liaison with the Practice staff, if required.

4.3 Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Secretary and/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.

4.4 In the absence of the Chair and Vice Chair at a meeting, those members present shall elect a Chair from among the attendees.

4.5 The PPG will extend an open invitation to Practice staff to attend its meetings, as agreed with the Practice Manager.

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

4.7 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

4.8 The Secretary shall produce minutes of meetings and send them first to the Chair and Vice Chair for approval before circulating them to all members of the PPG. The minutes will be formally approved at the following meeting of the PPG.

4.9 The Treasurer shall be responsible for all income and expenditure affecting the organisation and will update members of the PPG at each meeting. The treasurer will present the accounts at the Annual General Meeting.

5. Annual General Meeting

- 5.1 The Chair of the PPG will convene an Annual General Meeting, normally in September each year.
- 5.2 'Officer' posts of the PPG Committee will become vacant annually with the option of self /other nomination for the positions and voted on by the PPG. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.
- 5.3 'Officers' of the PPG will notify the Chair at least two weeks prior to the date of a convened Annual General Meeting if they intend to step down from their position.
- 5.4 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 in writing of their proposed intentions at least two weeks prior to any Annual General Meeting.

6. PPG Activities

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

- 6.1 Raise patient awareness of the range of services available at the Practice and help patients to access/use such services more effectively.
- 6.2 Act as a sounding board to provide feedback on patients' needs, concerns and interests, challenge the Practice constructively, if necessary, and help patients to understand the Practice's viewpoint.
- 6.3 Review any feedback on service delivery with Practice staff and relevant members of the PPG with a view to recommending improvements (if any) to those services.
- 6.4 Act as a forum for staff to raise Practice and operational issues affecting patients or staff.
- 6.5 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).
- 6.6 Act as a forum and communication channel for ideas on health promotion, self-care and support activities within the Practice to promote healthy lifestyle choices.

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 Chislehurst Partnership PPG and will be reviewed at each AGM to ensure that they still meet any emerging needs.

PPG Chair

Signed by:

Name: Dated

GP representative

Signed by:

Name: Dated.....

Appendix 1

THE CHISLEHURST PARTNERSHIP PATIENT PARTICIPATION GROUP CODE OF CONDUCT

The 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. (See Appendix 2)

All Members of the PPG make this commitment:

1. To respect the 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. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
5. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
7. 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

Appendix 2

EQUALITY

Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brought 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](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

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

Sexual orientation [https://www.gov.uk/equality-act 2010-guidance](https://www.gov.uk/equality-act-2010-guidance)

Appendix 3

CONFIDENTIALITY AGREEMENT

Reasons for the Policy:

- All information held at the Practice about patients and other information about the Practices, for example its financial matters, is confidential, whether held electronically or in hard copy.
- Although PPG members do not have access to patient information in any form, a patient may have specifically disclosed it to them.

Applicability

- The policy applies to all PPG members.

The Policy

Responsibilities of the PPG

- Every effort to protect confidentiality must be made. No identifiable information about a patient, individual PPG members or other confidential information regarding the Practice should be disclosed to anyone or any agency without the express permission of the Practice Manager and/or the Senior Partners.
- The PPG members must not reveal personal information learnt in meetings, or due to their presence in the surgery to anybody outside the PPG without the Practice's consent.
- PPG members should limit any discussion about confidential information to those who need to know within the Practice.
- PPG members remain bound by the requirement to keep information confidential even if they are no longer a member of the PPG.
- Electronic transfer of any confidential information must be transmitted via secure means. PPG members must take particular care that confidential information is not transmitted in error by email or over the Internet.
- PPG members who suspect a breach of confidentiality must inform the Practice Manager or Senior Partners immediately.
- Any breach of confidentiality will be considered as a serious offence and may lead to dismissal from the PPG.