

**POUND HILL MEDICAL GROUP
PATIENT PARTICIPATION GROUP
TERMS OF REFERENCE**

1.1 The Group shall be called the Pound Hill Medical Group Patient Participation Group (PPG).

1.2 The Group shall represent the patients of Pound Hill and Copthorne surgeries of the Pound Hill Medical Group.

2. Aims of the Patient Participation Group (PPG)

2.1 To facilitate good relations between the GP practice, referred to as the Pound Hill Medical Group (PHMG) 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.

2.2 To work collaboratively and positively with PHMG to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.

2.3 To build two-way communication and co-operation between the PHMG and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

2.4 To act as a representative group to support the PHMG and provide patients with regular updates on the work of the PPG using appropriate methods of communication.

2.5 To review these Terms of Reference on a biennial basis.

3. Formation & Structure

3.1 With effect from 2015 GP surgery practices had a new contract with the NHS that required the formation of a PPG. Each surgery shall have a patient voice included in the Surgery Partners considerations on any services that may be offered via contract with the National Health Service (NHS).

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.

3.2 The PPG shall consist of two separate teams of Lay Members who are registered patients of Pound Hill Surgery and Copthorne Surgery and any other surgeries that the Partners of PHMG shall establish in the future.

3.3 In this context, a Lay Member shall be a patient who does not receive a regular salary or wage paid via the payroll of PHMG or the NHS.

3.4 The teams shall be known as:-

A. The Virtual Patient Participation Team (VPPT) (see section 4)

B. The Patient Representative Team (PRT) (see Section 5).

4. The Virtual Patient Participation Team (VPPT)

4.1 This shall be a “virtual” team made up of a cross section of patients who support the PRT and are consulted via mail, e-mail or social media on matters where the PRT and the Practice Manager agree that more patients’ opinions would be desirable.

4.2 The number and eligibility for patients to be included in the VPPT shall be decided by the Practice Manager and the Chair of the PRT.

5. The Patient Representative Team (PRT)

5.1 This shall be formed of patients who have volunteered to form a physical (face to face) team to be the voice of patients in discussion with the Practice Manager and Partners on a regular basis (see section 6) normally at the Pound Hill Surgery with regard to services offered by PHMG.

5.2 The objectives of the PRT shall be to:

- a) constructively review the organisation and running of the surgeries for the benefit of the patients
- b) suggest ways of improving the overall operation of the surgeries
- c) act as a voice for patients by which issues and concerns can be raised, discussed and reviewed with the Practice Manager, also ensuring that patients receive a timely response to queries and concerns and provide patients with regular updates on the work of the PRT using appropriate methods of communication
- d) discuss, via the Practice Manager, the number and type of patient Compliments and Complaints received since the last meeting and what action, if appropriate, taken
- e) be familiar with the services provided by PHMG, ensure that these are communicated to patients in an appropriate manner and to suggest any changes or additions that could assist patient health and well-being
- f) review these Terms of Reference on a biennial basis.

6. Meetings of the PRT

6.1 At its first meeting each calendar year, the PRT shall elect its Chair for that year.

6.2 The PRT shall meet a minimum of four times a year, normally at Pound Hill Surgery. The dates of meetings and the agenda will be agreed between the Chair and the Practice Manager.

6.3 One of the meetings will be to discuss the results of the Patients Survey sent to Members of the VPPT and such other patients as shall be agreed between the Chair and the Practice Manager.

6.4 The PRT shall, in agreement with the Practice Manager, invite guests to its meetings to provide information that would be useful to it.

6.5 In agreement with the Practice Manager, the Chair will arrange for minutes to be taken of its meetings and published to members and patients.

6.6 All patients who have volunteered to be members of the PRT will be expected to attend meetings or inform the Chair or the Practice Manager of their apologies for absence. Any member who fails to attend three consecutive meetings of the PRT without good cause shall be deemed to have resigned their membership.

6.7 All members attending meetings of the PRT shall sign in, and the minutes of the meeting shall record their presence and those who have given apologies for absence.

6.8 The Chair, in consultation with the Practice Manager, shall have the authority to call additional meetings of the PRT if this is required.

6.9 Between meetings, the Chair shall have the authority to act on behalf of the PRT in any discussions/actions with the Practice Manager that arise and shall report these to the next meeting of the PRT as an agenda item.

6.10 The PRT shall appoint one of its members to be their representative on the distribution list of the NHS Sussex Integrated Care Board (ICB), PPG Network Group. They will receive updates on meetings and events of the PPG Network Group and will feedback to the PRT accordingly.

7. Funding

7.1 Neither the VPPT nor the PRT shall hold any funds and the monies for the activities of these teams shall be supplied by PHMG.

7.2 PHMG will also support the VPPT and the PRT with administrative support as needed.

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