

## **Patient Participation Group**

### **Terms of Reference**

The Patient Participation Group (the Group) at Bodriggy Health Centre exists to ensure that the views and perspectives of patients and carers are taken into account when decisions are taken about the range, shape and quality of services provided by the Centre.

### **Aims**

*The aims of the Group are:*

- To act as a 'critical friend' to the practice team by sharing patient experiences, interests and concerns and by actively providing feedback about current services and facilities.
- To help develop good communication between those working in the Health Centre, their patients and the wider community by constructive means including commenting on things like information leaflets, posters, online communications and surveys.
- To support the practice to influence local provision of health and social care as a 'patient voice', by contributing to discussions about current services and proposed developments, and by assisting in data collection for the practice when appropriate.
- To work with staff and patients to assist service and facilities improvement at Bodriggy Health Centre, by bringing a service user perspective to bear on these processes.

### **What the Bodriggy Health Centre can expect from Group members**

- Group members will treat all staff and patients with due respect, always mindful of any pressures the practice is experiencing.
- Group members will act to benefit all patients registered at the Bodriggy Health Centre and their wider community without distinction or discrimination; they will not seek to promote personal interests or seek personal benefits. Potential conflicts of interest will be openly declared.
- Group members will use all information provided or acquired and their knowledge of the community to inform themselves so that they can take an active part in discussions.
- Group members will respect personal confidentiality. Any information which may identify individual patients or members of staff will not be disclosed outside the Group meetings unless the individual concerned has, for a clear and good reason, provided their express written or witnessed consent.

### **What the Group can expect from the Bodriggy Health Centre**

- The practice will support the recruitment of Group members from among their registered patients by publicising the role of the Group and inviting applications.
- The practice will provide training and support to enable the work of the Group to be undertaken effectively and in a way that is inclusive of different genders, ethnicities, ages and abilities.

- The practice will treat members of the Group with respect and will seek constructively to address issues raised by the Group.
- The care provided to individual patients at Bodriggy Health Centre will not in any way be influenced by whether or not they act as Group members.
- The practice will provide practical support to the Group by:
  - Providing an accessible venue, scheduling regular meetings (via Zoom or MS Teams when appropriate) and giving sufficient advanced notice of these
  - Printing and circulating documents to be considered by the Group in a timely manner and in accessible formats
  - Taking notes and keeping a record of topics discussed and recommendations made by the Group
  - Making the summary of proceedings and decisions of the Group publicly available, for instance on the practice website.

### **Group and officers**

The Group shall have two officers – a chairperson and vice chairperson. These roles will be nominated and elected annually at the first meeting after the first of January. The group can have any number of members who shall be registered patients of the Bodriggy Health Centre and any decisions made must have a majority vote. In the event of a tie, the chairperson shall have a casting vote.

The practice shall provide a secretary and take minutes. In the event that neither the chairperson nor the vice chairperson is present at a meeting, those members present will elect a chairperson for that meeting.

### **Roles of the officers**

- Chairperson – To chair the meetings and manage the affairs of the Group.
- Vice Chairperson – To chair the meetings on the chairman’s behalf and manage the affairs of the Group when required.

A practice staff member will always be present at the meetings and the practice manager will liaise with the Group as necessary.

### **Election and retirement of Group members**

#### **Any Patient may request to join the Group**

Officers shall complete their term at the beginning of the first meeting in the Calendar year. Officers may offer themselves annually for re-election. If more than one Nomination is received for an officer position, then a vote must take place. This shall be a secret vote should at least one Group member request it.

### **Meetings of the Group**

The Group shall endeavour to meet not less than four times in any one year. Meeting dates to be determined as required by the Group.

## **Quorum**

In order for any business to be conducted at a meeting, it must be quorate. The number required for a quorum shall be 4 (four).

## **Minutes**

Minutes shall be kept and forwarded to the Group members. Minutes will be approved by Group members and signed at the following meeting.

## **Alterations to these terms of reference**

Any proposal to alter these terms of reference must be delivered in writing to the chairperson not less than 14 days before the date of the meeting at which it is first to be considered and shall be advertised together with the date of the meeting.

An alteration will require the approval of a two thirds majority of Group members.

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