

Billesdon Surgery Patient Participation Group Constitution

1. Introduction

General Practices have a responsibility to involve patients in relevant issues relating to the Practice and to respond appropriately to patients' views and experiences.

2. Purpose of the Group

The purpose of Billesdon Surgery Patient Participation Group is to act as a two-way channel between the practice and its patients, seeking patients' views and supporting the practice by making suggestions as to how its services and facilities might be improved.

The group will act as an advisory body for the Billesdon Surgery and will champion patient views and provide quality assurance that patient, carer and public concerns (needs) are taken into account so that services are provided in an appropriate, safe, effective and timely manner for the population. While the Billesdon Surgery will make every effort to take cognisance of the PPG's deliberations, it does not guarantee to be bound by them.

The group is NOT the channel for patient complaints. There is a formal complaints procedure which should be observed the details of which can be obtained at both reception desks (Billesdon and Bushby surgeries) or the website.

3. Role and Objectives

The Patient Participation Group (PPG) will be one way in which the practice will communicate and build positive relationships with its patient population.

The Core Objects of the Patient Participation Group shall be:

- To champion appropriate and meaningful engagement with patients and carers and to ensure engagement activity is as inclusive and effective as possible.
- To act as a 'sounding board' for the doctors and practice to ensure patients' needs are considered in the development of the practice systems, e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients.
- Ensure patient participation and consultation of new developments.
- To act as patient champions feeding into practice, feedback on services provided. Compliments can be reported, complaints must be directed through the proper channels
- To enable patients to make positive suggestions for healthcare via submission, in writing, to the practice.
- To encourage, support and promote good health education / health promotion and practice.
- To provide a report at ad hoc intervals for the Practice website.
- To report any arising concerns in regard to patient, carer and public views/experiences of health services to the Partners and Practice Manager at Billesdon Surgery.
- Share local knowledge, experiences and feedback from other groups and networks relevant to discussions.

4. Membership

The membership of the Patient Participation Group (PPG) will include:

- 8-12 Patient representatives

- 1 GP Partner
- Practice representatives including Practice Manager and admin support where required.

Patient membership will be open to anyone registered with the Practice subject to a maximum number of 12. Patient members do not need to represent other interest groups, but efforts will be made to ensure a spread of membership in terms of age, gender, ethnic groups, carer representation etc.

Membership / interests of the group will be kept up to date on the Practice Website /Practice Notice Boards

5. Meetings

- The group will be chaired by a Patient representative, Chair and vice – chair will be appointed annually by the Group.
- Meetings will be held at the Bushby Branch Surgery a satellite of the Billesdon Surgery, 4 Market Place, Billesdon, Leicester, LE7 9AJ.
- Meetings will be held at least twice per year and chaired by a Patient representative. The Chair will be appointed annually by the group.
- A Patient representative will be elected as Secretary and will take the minutes, organise agendas and papers.
- All members of the group will be contacted in advance by the Secretary and invited to raise items to be placed on the agenda. Agenda and papers to be circulated 5 working days in advance.
- All patient representatives should contact the Practice Manager or Office Manager with any questions or issues.
- All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information.
- Agendas and minutes of meetings will be posted on the practice website, in addition members will receive a copy of the minutes by email from the Secretary.
- Meetings will be open to registered patients by request.

6. Code of Conduct

- No member shall disregard the rule of the Chair, wilfully obstruct business, or behave irregularly, offensively or improperly.
- Members shall respect the opinions of others and behave in an orderly manner, observing the groups ground rules.
- Members shall recognise that all members of the group have an equal role to play in contributing to the workings and discussions of the group.
- Members shall endeavour to attend meetings regularly and be punctual.
- Items discussed in the group which are confidential should be declared and should not be discussed by any member outside the group.

7. Quorum – Decision Making

At PPG Meetings a quorum will consist of 30% of registered patient membership and 2 practice representatives. If a decision cannot be reached through mutual agreement or by those present and voting, then the Chairman has the casting vote.

8. General Data Protection Regulation (GDPR)

Under the GDPR. You have the right to be informed about the collection and use of your personal data

- Access the data held by the Group (a copy of your data will be provided on request)
- Have any inaccuracies in your data corrected
- Request your details be deleted from the Group's records
- Request that the use of your personal data is restricted

You have the right to object to the use of your personal data at any time.

9. Review of Constitution

Constitution will be reviewed annually.