

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

1 NAME

The name of the group will be Strawberry Hill Medical Centre Patient Participation (PPG) Coordinating Committee

2 AIMS OF THE PPG

To strengthen the relationship between the Practice & its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

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

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

To act as a representative group to support the practice and influence local provision of health and social care.

3 OBJECTIVES:

3.1 COMMUNICATION - BE A VOICE FOR PATIENTS

- Be a voice for patients of the Centre by providing a forum for patients to give feedback & comments about the Centre
- Support the communication of health messages
- Where appropriate liaise with relevant health professionals and organisations
- Use feedback from patients to take forward ideas and suggestions about potential improvements with the Centre, e.g. by annual survey
- Support the CQC inspection process as appropriate
- Contribute to a Patient Newsletter
- Review patient targeted material

3.2 CHALLENGE & SUPPORT: HELP THE PRACTICE TO IMPROVE SERVICE DELIVERY

- Identify opportunities to improve the patient experience at the Centre
- Promote improvements at the Centre by identifying developments and best practice through local, regional & national networks
- Work alongside the Centre to facilitate change
- Networking with appropriate groups to share experience and influence services

3.3 GOOD PRACTICE: PPG PRINCIPLES

- Observe the Data Protection Act
- Observe the Equalities Act 2012

4 MEMBERSHIP:

- Membership is open and free to all registered patients and employees
- PPG is made up from those who have registered an interest in taking part. Contact will be by email or text or, where there is no other contact available, by post.
- A coordinating Committee is formed from members of the PPG.
- Any patient may nominate themselves for election to the Committee at the Annual General Meeting
- The Committee will encourage a cross section of representation.

5 ANNUAL GENERAL MEETING:

- Once in each year, (month to be decided by the group,) an Annual General Meeting will be held at which any patient of the Centre will be entitled to attend
- The date of this meeting will be advertised not less than 21 days prior to the meeting
- Nominations for committee membership must be received by the Secretary a minimum of 14 days prior to the AGM
- Additional resolutions must be received by the Secretary at least 14 days prior to the AGM
- The meeting will receive the annual report from the Committee; appoint Committee members; make recommendations to the Committee and when necessary vote on proposals to amend the terms of reference.

6 SPECIAL GENERAL MEETING:

- A Special General Meeting will be held if not less than one third of the voting members of the current Committee request it in writing, stating the reasons, to the Chairperson or Secretary.
- The date of the meeting will be advertised in the Practice for at least 14 days in advance and must be held within 21 days of receipt of a written request.

7 THE COMMITTEE:

- The Annual General Meeting (AGM) will elect the Committee members
- Any members can nominate themselves
- The Committee will consist of a maximum of 12 elected members, a GP representing the practice and the practice manager
- At its first meeting after the AGM the Committee will elect a Chair, Vice Chair and Secretary
- The roles of Chair, Vice Chair and Secretary will be for a maximum of three years for any person
- The Committee will have the power to co-opt members from time to time
- All members of the Committee will retire annually at the Annual General Meeting but will be eligible to be elected
- A GP and Practice Manager will represent the medical centre at meetings
- Should a matter for private discussion arise, the PPG may request that the surgery representatives present at the meeting leave the room.

8 VOTING:

- All questions arising at any meeting will be decided by a simple majority of those present and entitled to vote
- The Chair of the meeting will have casting vote if there is no majority.

9 QUORUM:

- One third of committee members will form a quorum at meetings of the Committee.

10 MINUTES:

- Minutes will be kept, and the Secretary will enter a record of all decisions
- The draft minutes will be uploaded onto the Centre website, approved in Draft by the Chair or Vice Chair, within three weeks of a meeting
- Final minutes will be uploaded after full committee approval at the following meeting

10.1 CONFIDENTIALITY

- If a confidential item/s is to appear on the agenda, for clarity it should be listed simply as ‘Confidential item’ with no supporting information included
- The confidential item/s will be clearly marked at the end of the agenda and be dealt with separately during the meeting.
- In publishing minutes of meetings on the Centre website, confidential items will be removed. At the end of the minutes will be inserted ‘The Committee discussed a number of confidential items’
- Confidential minutes will be stored securely within the Centre
- Confidential minutes, papers and agenda items will not be made available for inspection or be copied without the determination of the committee.

11 DISSOLUTION:

- If the Committee decides at any time that on any grounds it is necessary to dissolve the committee it will call a Special General Meeting.

12 ALTERATIONS TO THE TERMS OF REFERENCE:

- This Terms of Reference will be reviewed annually at the AGM
- Any proposal to alter this constitution and terms of reference must be delivered in writing to the Secretary not less than 14 days before the date of the meeting and will be publicised in advance
- An alteration will require the approval of a two thirds majority of Committee members or a simple majority of those voting at the AGM.

This Terms of Reference were adopted by Strawberry Hill Medical Centre PPG Coordinating Committee at a meeting on:

| <i>Date</i> | <i>Signed:</i> | |
|-------------|----------------|------------------|
| | <i>Chair</i> | <i>Secretary</i> |
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