

Victoria Road Barnard Castle DL12 8HT

Patient Participation Group (PPG)

Terms of Reference and Membership

1. PURPOSE

The purpose of the Patient Participation Group (PPG) is to establish a dialogue with patients so that they can express their views and have their experiences taken into account in the way the services are provided. At the same time, to communicate news and information to patients and the wider community. As an organisation that prides itself in putting patients first, PPGs are an effective way of facilitating this dialogue and bringing together patients, clinicians and members of the Practice team to work together in promoting the wellbeing of patients and supporting the provision of high quality healthcare. We encourage patient involvement in service provision and we also have a contractual responsibility to the CCG we work with to involve patients in relevant issues relating to our surgeries, and to respond appropriately to their views and experiences.

2. KEY TASKS AND OBJECTIVES

The PPG will be one of the ways in which the Practice will communicate and build positive relationships with our patient population. The core objectives of the PPG will be to:

- ❖ Facilitate and enable dialogue between patients and the Practice team and promote patient involvement.
- ❖ Ensure patients' needs are considered in the development of the Practice systems and information e.g. appointment systems and telephone systems, providing information about and promoting understanding of such systems amongst patients; patient information leaflets, gaining input to ensure information is clear and relevant.
- ❖ Support the Practice to achieve its health promotion aims.
- ❖ Ensure patient participation and consultation of new development.
- ❖ Challenge the Practice constructively whenever necessary.
- ❖ Review and where appropriate provide advice and recommendations on the Practice Patient Survey.
- ❖ Ensure the needs and interests of all patient groups are taken into consideration - this includes people with specific illnesses or conditions, people with a disability and people from minority ethnic groups and migrant workers.

Fundraising is not considered a core activity for Practice PPGs.

3. RESPONSIBILITIES

The Practice Manager is responsible for the day-to-day site implementation and for feedback/escalation of issues arising, to the operations and clinical leads.

4. MEMBERSHIP AND RECRUITMENT

Patient membership is voluntary, but patients should be encouraged to become involved. The group will be open to anyone registered with the Practice up to a maximum of 12 patients.

All patients are welcome to attend 'open meetings' and do not need to be recruited members. Patient members do not need to represent other interest groups but all efforts will be made to ensure members are a fully representative group of the patient population of the site. This includes, but is not limited to, age, gender, social group, ethnicity and hard to reach groups. The group will include the Practice Manager and a Clinician. Other members of the Practice team should be encouraged to become members. Membership recruitment can be done in a number of ways, for example;

- ❖ Staff nominate patients they have cared for who they think might be interested.
- ❖ Staff to hand out fliers to patients during a consultation if they think they might be interested.
- ❖ Staff to hand out fliers during clinics and groups, such as Well Woman/Man clinics.
- ❖ Posters in waiting room, inviting patients to join the group.
- ❖ Included in Welcome packs as part of new patient questionnaire.
- ❖ Approach other local community groups and ask them to tell their members.

5. MEETINGS

Meetings will be open to all members of the PPG and although non-members may be invited to attend for specific discussions, it is not an open forum where patients just turn up. The group will meet at least bimonthly at the start (1st and 2nd meeting) and then on a quarterly basis. Notice of meetings will be given at least 7 days beforehand. Dates of meetings will be publicised in the Practice waiting areas and the Practice website where a copy of the group's minutes will be displayed for patients to read.

Minutes of meetings will be circulated to all members.

6. MANAGEMENT OF MEETINGS

The group will be chaired by a PPG representative. A representative from the Practice team will attend meetings to take minutes and organise agendas and papers. All members of the group will be contacted in advance and invited to raise items to be placed on the agenda. All patient representatives should contact the Practice Manager with any questions or issues.

7. CODE OF CONDUCT

PPG meetings are not a forum for individual complaints but the opportunity for patients to input to the running and future developments of the surgery. Patient specific issues will not be discussed at the forums and patient confidentiality will be respected at all times. All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting. All contact with the media (incoming and outgoing) must follow the Practice's media policy and should go via the Practice Manager. Verbal or physical abuse of our staff, other PPG members or visitors will not be tolerated by the Practice and will result in immediate dismissal from the PPG and could result in prosecution.

Constructive input (good and bad) is encouraged; however should a member of the PPG wish to raise an issue or a complaint, due process should be followed as outlined in our complaints

procedure. No PPG member will be discriminated against or have their rights as a patient affected by their views expressed in the meetings.

8. AGENDA

Meetings should be kept fairly short – absolute max of 1 ½ hrs.

The format of the first and second meetings will be slightly different;

First meeting primarily for scene setting and second meeting to address administrative and organisational issues surrounding the new PPG. After that a standard agenda should be followed for all meetings.

9. QUORUM

The meeting will be quorate when four or more members of the group are in attendance. If four or more members are not present, or cease to be present during the meeting it will be adjourned.

10. CONTACT OUTSIDE OF MEETINGS

Between meetings members of the group may be contacted via email, letter or phone to seek their input to specific projects for example, development of specific patient information leaflets, new service introductions etc.

11. REVIEW

The Terms of Reference will be reviewed on an annual basis by the Practice taking into account comments and feedback from the PPG.

August 2015

Review August 2016