

PATIENT PARTICIPATION GROUP (PPG) NORTHLANDS SURGERY CALNE

TERMS OF REFERENCE

1. INTRODUCTION

The key roles of the group are to:

- act as a critical friend to the GP practice
- provide a patient perspective to the GP practice
- provide a forum to discuss issues relevant to the practice
- to enable patients to influence local health care services

2. MEMBERSHIP

Any patient registered at the Practice can become a PPG member. All reasonable efforts will be made to ensure that membership reflects the patient profile and is widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract. The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

If someone can no longer commit to the PPG and wish to be removed from the mailing list please inform the secretary.

3. STRUCTURE AND LEAD

Appointments to the roles of Chair, Vice Chair and Secretary will be made at the AGM in April and will be reviewed annually. A Chair and Secretary should be in place as a minimum. The Chair will run the business of each PPG meeting and the Secretary will take Minutes.

4. CHAIRING THE MEETINGS

In the event of the Chair's absence, the Vice Chair will chair the group.

5. ARRANGEMENTS FOR THE CONDUCT OF BUSINESS

Quorum: in order for a meeting to go ahead one-third of signed up members or seven members (whichever is the greater) should be present. This must include a Chair and a secretary. If minimum attendance is not met, the meeting will be re-scheduled.

Frequency of Meetings: PPG will expect to meet at least four times per year with the option of additional extraordinary meetings to address specific issues.

Conduct of Meetings:

- it would be useful if group members read all information that is given to them before the meeting and prepare any questions/issues they wish to raise
- please send apologies if you are unable to attend the meeting
- only one person to speak at a time

- treat each other with respect, if you do not agree, please challenge politely
- mobile phones - switch to Silent Mode/turn off please
- members will be invited in advance to raise items to be placed on the agenda
- to stick to the agenda.
- **PPG members will not use the meeting as a vehicle to resolve their personal issues. This should be done using the patients complaints procedure**
- **all members of the PPG to respect confidentiality.** Sometimes it may not be appropriate to minute every comment.
- if someone is bad mannered/rude, they can be asked to leave the meeting.

6. **ROLE AND FUNCTIONS**

- act as a planning tool – PPG can be consulted on service development and provision
- provide feedback on patients’ needs, concerns and interests via an Annual Patient Survey (and via any ad-hoc surveys as appropriate and as agreed with the Practice Management)
- feedback information from the community, in general, which may affect healthcare
- give patients a voice in the organisation of their care
- members may be asked to undertake tasks such as conducting surveys
- assisting with vaccination clinics or practice events such as Open Days. There, is however, no obligation to assist with these tasks
- liaise with other PPGs in the area
- PPG does not act as a forum for discussion of personal or health-related complaints against the Practice

7. **RELATIONSHIPS AND REPORTING**

- Minutes of meetings will be taken by the Secretary verified by the Chair & Practice Manager for circulation to all PPG Members and published on PPG Noticeboard
- Practice Manager/GP or representative will be invited to attend all PPG meetings. The PPG meeting can go ahead without Practice Manager/GP present
- speakers can be invited to meetings to present or discuss relevant topics at the discretion of the PPG members

8. **REVIEW OF TERMS OF REFERENCE**

These Terms of Reference will be reviewed annually.

Date:

Approved by:

Designation: