

Richmond Medical Centre Patient Participation Group

Terms of Reference

Title of the Group

The Group shall be called the Richmond Medical Centre Patient Participation Group.

1. Aims of the Patient Participation Group (PPG)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 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.
- 1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.

2. PPG Structure and Membership

The structure of the PPG will be 3-tier as follows:

Tier 1- Core Committee

Tier 2- Friends of the Committee

Tier 3- Virtual PPG

- 2.1 All registered patients of the practice are automatically members of the Richmond Medical Centre PPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG. The committee reserve the right to remove membership of the PPG if deemed necessary.

- 2.2 Working members will reflect the patient profile and diversity and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract
- 2.3 The PPG will be non-political and non-sectarian and, will at all times, respect diversity and exemplify its commitment to the principles contained within the Equality Act (see Appendix 2).
- 2.4 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.
- 2.5 All work undertaken by the PPG is voluntary and members will receive no remuneration for the work undertaken.

PPG Core Committee

- 2.6 The Richmond Medical Centre Core Committee PPG shall elect officers from among the members of the Core Committee PPG. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG Core Committee.
- 2.7 The PPG Core Committee shall hold regular meetings and feed back to the PPG. To maintain an active PPG Core Committee, any Core Committee member who fails to attend three consecutive Core Committee PPG meetings may be deemed to have resigned. The Core Committee will extend an invitation to practice staff, which may be rotated, to attend its meetings as agreed with the practice manager and Core Committee.
- 2.8 The PPG Core Committee shall normally not exceed twelvemembers. If members leave the Core Committee, vacant positions will be held and filled as soon as possible.

Friends of the Committee

- 2.9 To help and support the Core Committee with health awareness days, fundraising, publicising and sharing information the Friends of the Committee will be established. This group will have a maximum of twenty members who will be willing to participate in supporting the committee. Members will follow the same Code of Conduct as those in the Core Committee.

Virtual PPG

- 2.10 To support the PPG and extend its reach, the PPG will establish an online group (of approximately 150 members) to be called the Virtual Patient Participation Group

(VPPG). Any patient may volunteer to join the VPPG. The PPG will regularly contact the VPPG in order to obtain their views on specific matters. A member of the PPG will be made responsible for liaising with the VPPG and ensure that no one is excluded. There will be a standing item on the PPG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPPG to help ensure its members are engaged. Notwithstanding the above, any patient may send views and suggestions directly to the PPG.

2.11 Members of the VPPG will follow the same Code of Conduct as those in the PPG Core Committee and Friends of the Committee. Members who are able to volunteer at the practice will also sign and abide by the Confidentiality Agreement.

3. Management of the Core Committee, Friends and VPPG

- a) The PPG Core Committee shall meet face to face no fewer than four times a year and may meet more regularly for planning purposes and liaison with the practice staff if required.
- b) In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.
- c) Meetings are subject to a quorum of 1/3 of members of the PPG Core Committee. Apologies for absence should be sent to the Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the PPG Core Committee. The resulting vacancy can be made available to another registered patient.
- d) The PPG Core Committee may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- e) Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.
- f) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG Core Committee and made available to all usually via hard copies displayed in the practice and on the practice website.
- g) In future, if a decision is made to fundraise, the PPG Core Committee will appoint a treasurer and will be audited annually.

4. Annual General Meeting

4.1 Officers of the PPG Core Committee should have a term of office of 24 months unless re-elected by the PPG Core Committee at the Annual General Meeting.

4.2 The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of September each year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the surgery waiting room and on the surgery website.

4.3 Officers of the PPG and members of any Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position. Applications for new members to the PPG Core Committee are always welcome and will be considered by the PPG Core Committee.

5. Confidentiality

5.1 All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in the practice or consulting with other patients or members of the public should sign and return a copy of the Confidentiality agreement before undertaking any such activity.

5.2 Under GDPR, all members give their permission for their emails to be held by members of the Core Committee for the length of their membership on the committee.

6. Code of Conduct

All PPG members must abide by the Code of Conduct shown in Appendix 1.

7. Activities of the PPG

The PPG will:

- a) Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
- b) Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
- c) Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
- d) Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.

- e) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
- f) Communicate information which may promote or assist with health or social care.
- g) Explore overarching ideas and issues identified in patient surveys.
- h) Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
- i) Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
- j) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- k) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

8. Dissolution

The PPG Core Committee, Friends of the Committee and VPPG may be dissolved if deemed necessary by the members of the Core Committee in a majority vote at a special meeting. Any assets or remaining funds after debts have been paid shall be returned to their providers or transferred to local charities or similar groups at the discretion of the PPG Core Committee.

9. Signed agreement

NB: To ensure a jointly agreed approach by the practice and PPG members, this section should be signed by both parties.

These Terms of Reference were adopted byPPG at the meeting held at Richmond Medical Centre on Wednesday 21st August 2019 and may be reviewed according to emerging needs.

Signed by:PPG Chair Dated

AndGeneral Practice representative. Dated.....

Appendix 1

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C. To be open and flexible and to listen and support each other.
- D. To act with Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected

Appendix 2 Equality

Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender

Sexual orientation [https://www.gov.uk/equality-act 2010-guidance](https://www.gov.uk/equality-act-2010-guidance)