

## TERMS OF REFERENCE

### Drayton and Wootton Street Patient Participation Group

#### 1. Purpose

From 1 April 2015, it has been a requirement in the GP Contract for all practices to have a Patient Participation Group (PPG).

The purpose of the Patient Participation Group is to ensure that patients and carers are involved in decisions about the services provided by the Practice. The PPG will act as an advisory group, providing concerns from the patients' perspective.

The name of the group shall be: The Drayton and Wootton Street Patient Participation Group (PPG).

#### 2. Ground Rules

- a) The group will not be a forum for personal agendas or complaints
- b) Members should feel able to express their opinions non-judgementally
- c) The group will engage in discussion, reflecting all views
- d) Discrimination will not be tolerated.
- e) The ruling of the Chair is final on matters relating to orderly conduct.
- f) Members will abide by the principles of good meeting practice: for example:  
Reading papers in advance; Arriving on time; Switching mobile phones to silent; Allowing others to speak and be heard/respected

#### 3. Objectives

- a) To act as a consultative group for proposed changes at the Practice.
- b) To encourage suggestions for improvement of services and feedback on performance
- c) To support the Practice in involving patients in their own care.
- d) To maintain on-going communication with patients using various avenues such as a notice board in the Surgery, the Practice web site, emails and a newsletter.

#### 4. Action planning to implement change

Based on feedback obtained, the Practice and PPG should agree clear priorities for improvement. This could include: what services are offered, how services are accessed and delivered or how the practice engages with patients and carers and the wider community.

There will be an action plan, e.g. in the form of a report, which both the PPG and Practice can use to show that feedback has been taken on board and that the PPG has been properly engaged. The report could include for example (a) details on the make-up of the PPG with reference to the Practice population, (b) the sources of information analysed, (c) the areas identified for improvement, (d) what actions have been taken to address these priorities and the resulting changes made.

The Practice should keep the PPG up-to-date with progress on any agreed actions, for instance through their practice website, NHS Choices website, posters in waiting rooms, PPG meetings, newsletters etc.

## 5. Management

All patients (or their carers) who are registered with the Practice are eligible to become members of the PPG. Committee membership will be reviewed annually. Membership will cease when the patient is no longer registered with the Practice. The PPG Committee will consist of up to 12 members, with the option of a further 2-3 discretionary places, if required, to broaden the profile of the group.

The Chair will be elected **every two years** by the committee members, normally at the first meeting of the year. In the absence of the Chair, an acting Chair will be chosen by the members present. The Practice manager and one or more GPs from the Practice will normally be in attendance and may contribute to the meeting.

Apologies for non-attendance should be sent to the Chair in advance of the meeting. **If a member misses 2 consecutive meetings, then at Chair's discretion the member concerned could be asked to stand down from PPG steering group and a replacement sought.**

The PPG Chair may appoint working groups and co-opt additional help when necessary. The PPG will respect the confidentiality of information provided by members and/or staff.

## 6. Meetings

Copies of PPG minutes will be provided to all Practice staff, and posted on the notice board in each surgery. In order to allow the participation of patients who are unable or unwilling to attend PPG meetings, a virtual group will also be established, open to all patients. The virtual group will be updated on PPG business by email, and their views could be sought on a variety of issues.

## 7. Newsletter

The PPG will produce a Newsletter (at least once a year) to inform patients of the activities of the PPG and the Practice.

Signed

PPG Chair

Practice manager