

# **TADLEY MEDICAL PARTNERSHIP PATIENT PARTICIPATION GROUP**

## **TERMS of REFERENCE**

### **AIMS AND OBJECTIVES**

- ❖ To strengthen the relationship between the Practice and its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that the interests of patients are at the forefront of decision making.
- ❖ To support and influence health provision and illness prevention where possible
- ❖ To provide feedback on existing services through the PPG Committee
- ❖ To provide active representation at the North Hampshire Clinical Commissioning Group Patient Participation Group (NHCCG PPG) and at other health and social care events

### **DEFINITIONS**

#### **Patient Body**

The Patient Body comprises all those patients registered with the Practice.

- ❖ There is an email contactable sub group of the Patient Body (Email Group) who have provided email addresses to the Practice and who may receive emails concerning PPG matters in addition to Practice news. This group cannot be consulted by the PPG Committee.

#### **Patient Participation Group (PPG)**

The PPG comprises that group of patients who have registered as PPG members by completing the appropriate form and submitted to the Practice either on line or in hard copy. This group may be consulted by the PPG Committee on specific issues via the Practice.

#### **PPG Committee**

The PPG Committee is the group of people which meets regularly with the Practice to discuss issues and develop initiatives as appropriate. The Committee is made of volunteers who will generally make themselves known to the attendees at the Annual Patient Meeting and through other communications with the Patient Body.

### **MEMBERSHIP**

Membership of the PPG is open to all patients registered with Tadley Medical Partnership.

### **PPG COMMITTEE ROLE**

The role of the PPG Committee is to represent the views of the Patient Participation Group by way of open and honest debate of patient issues. Members should ideally have active involvement in the local community but will not represent any other organisation. They should have an active interest in the provision of health care not only in the Practice but in the provision of Secondary and Tertiary care.

### **TERMS OF REFERENCE OF THE PPG COMMITTEE**

#### **Membership**

As diverse a committee as possible will be formed of around 15 patients who are registered with the Practice plus representatives from the Practice.

The Practice representatives will be:

- ❖ A GP
  - ❖ The Practice Manager
  - ❖ The Contract Manager – usual PPG link
- The Practice will arrange for substitutes when possible in the event of unavailability

### **Structure**

The PPG Committee will have the following officers:

- ❖ A Chair who will have overall management of the Committee including oversight of any sub-committees and will carry out other duties as required
- ❖ A Vice Chair who will deputise for the Chair as necessary
- ❖ A Secretary who will carry out the administration of the Committee – to include compiling and issuing agendas, taking and writing up Minutes for distribution and liaising with the Practice
- ❖ NHCCG PPG representatives – two volunteers who could also hold another office. This role requires attendance at six meetings a year.

Nominations will be sought annually for each office at the PPG Committee meeting prior to the Annual Patient Meeting. Nominators should confirm that their nominee is willing to stand for office. Should there be more than one nomination for any office, a vote will be taken via email. The Practice Contract Manager or a Committee member who is not standing for office will be the Returning Officer, and the vote will be confidential. Results will be advised to the PPG Committee by email by the outgoing Secretary prior to the Annual Patient Meeting.

In the case of a vote being required to select the Chair, nominees should indicate whether they would accept the Vice Chair nomination in the event of their not being elected.

Following the election, the outgoing Chair will chair the Annual Patient Meeting and introduce the incoming officers. The outgoing Chair will then continue with the open discussion in the meeting. The new Officers will assume their roles following the Annual Patient Meeting.

The offices are not open to Practice representatives.

Names of all PPG Committee members will be made public on the Practice website and newsletters when appropriate. Contact for the Committee or individual Committee members from the Patient Body shall be by email via the mailbox [PPG4Tadley@gmail.com](mailto:PPG4Tadley@gmail.com)

From time to time sub-committees will be formed to work on specific projects. There will be an expectation that all PPG Committee members will participate to some degree in sub-committee work or with Committee – Practice initiatives.

### **Meetings**

An Annual Patient Meeting will be held and all the Patient Body will be welcome to attend. Notice of the meeting will be provided by placing prominent notices on the notice boards and in the reception area in both Holmwood and Morland, the Practice will also advertise the event by email . The meeting will usually be held in July each year. The Annual Patient Meeting may also be attended by Practice representatives should they desire, and the Practice may also make a presentation at the meeting. The outgoing Chair will provide the meeting with a presentation of the activities of the PPG Committee for the past year and then open the meeting for general discussion with the attendees

A Patient Surgery will be held each January on a Saturday morning acceptable to the Practice where patients may bring concerns and issues to the PPG Committee. Notice of Meeting will be the same method as for the Annual Patient meeting.

PPG Committee meetings will be held quarterly or as determined by the Committee and will normally be held in the Conference Room at the Holmwood Health Centre. A quorum shall be 50% of the PPG Committee to include 50% of the Officers but excluding the Practice Representatives. If a meeting is not quorate, it can proceed but any decisions taken cannot be acted upon until they have been ratified by the next quorate meeting.

On some occasions, meetings may be attended by other persons invited by the Committee. Such observers will attend for only the agenda item where they have an interest

### **Recording**

Minutes will be recorded for every PPG Committee meeting by the Secretary and these will be made available by email to the PPG Committee members for approval. As a matter of principle, where a document is circulated to the Committee members for approval or comment a non response from any Committee member will be taken as being an acceptance of the document. After approval the Minutes will be placed on the Practice website by the Contract Manager unless they contain any confidential matters, in which case, a redacted version will be produced and placed on the Practice website and distributed to PPG members via email by the Practice. Decisions regarding which matters are confidential will be taken by the Practice. Access to the confidential version will be restricted to members of the PPG Committee and Practice only. Once placed on the Practice website, the published minutes will also be available upon request to the Secretary.

### **Attendance**

Committee members are expected to attend all Committee meetings and meetings of any sub committees of which they are members. In the event of being unable to attend any meeting, the Secretary should be advised in the case of Committee meetings and the leader of the subcommittee advised in the case of sub committees.

Where the circumstances of a Committee member will entail missing two or more consecutive meetings, a discretionary leave of absence is possible. If the Committee member affected is an Officer or a sub committee leader, they should make arrangements for their role to be filled during their absence.

### **Code of Conduct**

PPG Committee members will be required to:

- ❖ Sign a Practice Confidentiality Agreement and comply with the requirements
- ❖ Respect and accept other PPG Committee members' contributions even if they conflict with their own
- ❖ Use clear, simple English and avoid using acronyms and jargon
- ❖ Take a proactive role in any projects that are suggested by the Patient Participation Group, the Practice or the North Hampshire Clinical Commissioning Group
- ❖ Advise the Secretary if unable to attend a Committee meeting, failure to advise of absence for two consecutive meetings will result in removal from the Committee
- ❖ Not pursue any personal or professional agenda through the Committee
- ❖ Be aware that the Committee represent the entire Patient Body and be neither judgemental nor stereotypical during debate

Failure to comply with this Code of Conduct will result in a Committee member being asked to leave the Committee.

In the event that a Committee member is continually disruptive in meetings to the detriment of the conduct of the meetings, the Officers may meet to discuss whether to request the member to resign from the Committee.

**Change Record**

Date	Change	Accepted