

# **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.
- ❖ To provide active representation at the North Hampshire Integrated Care Board Patient Participation Group (ICB PPG) and at other health and social care events.
- ❖ To work with other PPG Committees of the Rural West Primary Care Network to develop any program or approaches considered useful in improving patient care within the PCN.

### **DEFINITIONS**

#### **Patient Body**

The Patient Body comprises all those patients registered with the Practice. This group cannot be contacted directly by the Committee other than through the Practice.

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

The Patient Participation Group 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 Patient Participation Group Committee and/or the Practice on specific issues via the Practice and directly by the Committee as appropriate.

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

The Patient Participation Group Committee is the group of people which meets regularly with the Practice to discuss issues and develop initiatives as appropriate. The PPG Committee is comprised of Patient Participation Group members who will generally volunteer at the Annual Patient Meeting or through other communications with the PPG Committee.

The Committee will abide by guidance on membership from the NHS Commissioning Board (NHS England), NHS Hampshire and Isle of Wight Integrated Care Board and the National Association for Patient Participation (NAPP) on how PPGs should operate, including how to recruit members, and ensure that no practices are discriminatory or off putting to members of the practice population, or their carers.

### **PPG MEMBERSHIP**

Membership of the Patient Participation Group (PPG) is open to all patients and carers registered with Tadley Medical Partnership.

From October 2022 it has been possible for the Committee to contact the PPG directly with news of the Committee, Practice and other relevant items. To comply with GDPR requirements, the contact details of the PPG members will only be available to the Committee officers. When a Committee member ceases to be an officer, all electronic copies of the membership contact details must be deleted from all their devices and all hard copies destroyed.

## **PPG COMMITTEE MEMBERSHIP**

Membership of the Committee is open to all patients and **carers** registered with the Practice over the age of 18. All members are present on an individual basis and do not represent any other body or organisation whether political, medical or other. Persons wishing to join the Committee who are members of such organisations will be considered with special reference to their membership of those organisations to determine if a conflict of interest may arise. If the Committee believe such a conflict of interest may arise the application will be declined.

## **PATIENT PARTICIPATION GROUP COMMITTEE ROLE – hereafter referred to as the Committee.**

The role of the Committee is to represent the views of the PPG and the Patient Body 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. The Committee will work with the Practice to assist in ensuring that the work of the Practice meets the needs of the Patient Body and to promote integrated care within the community.

The Committee will assist in providing help to patients take more responsibility for their health and make informed decisions in their care.

The Committee should have a role in assisting the assessment of community needs to help the surgeries improve and shape their service.

The Committee should advise the Practice of any health education needs that have been identified within the community.

The Committee should work with other community groups and schools to promote health care and health care education.

Make reasonable efforts to ensure that the membership of the committee is as representative as possible of the patient body and as diverse as possible.

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

### **Membership**

As diverse a membership as possible will be formed of up to 12 patients who are registered with the Practice plus representatives from the Practice.

The Practice representatives will be:

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

### **Structure**

The Committee will have the following officers who fulfil the following roles

- ❖ 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.

- ❖ ICB PPG representatives if appropriate – two volunteers who could also hold another office. This role requires attendance at four meetings a year.

Nominations will be sought annually for each office at the 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 Deputy 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 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.

Practice representatives may not be officers.

Names of all Committee members will be made public on the Practice website and newsletters when appropriate. There will also be a noticeboard for the Committee in the waiting rooms of the Practice which will publicise the PPG and show photographs of the current Committee members. 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 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~~ Text Message. 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 Committee for the past year and then open the meeting for general discussion with the attendees. The Patient Body will be asked to submit questions in advance where possible.

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 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. In the event of a vote on any issues being required, a simple majority of those present is sufficient to accept the motion provided the meeting is quorate. In the event of a vote being tied, the Chair has the casting vote.

There may be circumstances which make meetings on a face to face basis impractical, such as in times of lockdown due to pandemics. In these cases, the work of the Committee will continue as far as possible and meetings will be held virtually using Zoom or a similar videoconferencing system as

the platform. All conditions applying to attendance, minuting and conduct of face to face meetings as noted below will apply to virtual meetings.

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

### **Recording**

Minutes will be recorded for every Committee meeting by the Secretary and these will be made available by email to the 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 published on the Practice website by the Deputy Practice Manager unless they contain any confidential matters, in which case, a redacted version will be produced and published on the Practice website instead. Decisions regarding which matters are confidential will be taken by the Practice. Access to the confidential version will be restricted to members of the Committee and Practice only. The published minutes will be emailed to all PPG Members and will also be available on request from the Secretary and the Practice

### **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 sub-committee 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 members will be required to:

- ❖ Sign a Practice Confidentiality Agreement and comply with the requirements
- ❖ Respect and accept other PPG 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 Integrated Care Board
- ❖ 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 PPG
- ❖ Not pursue any personal or professional agenda through the Committee
- ❖ Be aware that the Committee represents the entire Patient Body and be neither judgemental nor stereotypical during debate
- ❖ Be proactive and positive, polite, objective and constructive and be aware of the ethos of the Equality Act (2010) in their discussions
- ❖ Take advantage of any training and development opportunities provided by the NHS/Practice

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
12/9/2019	Changed title of PPG Committee and PPG to PPG and PRG respectively for clarity of understanding of the respective groups.	
29/9/2019	Removed reference to the PPG surgery in January/February as not considered necessary	
17/11/2019	Revised titles of PPG Committee and PPG for clarity, defined connection of Committee to PPG	
25/4/2022	Added notes on the use of virtual meetings to the Meetings section of the document	
22/11/22	Added notes on who has access to the PPG email list	
7/2/24	Update to reflect the change from CCG to ICB, define membership requirements and update to reflect current PPG Committee practice.	