

## Bruton Patient Participation Group Terms of Reference

### The Role of the PPG

**1) Being a critical friend to the practice:**

- a) The PPG should be collaborative but independent in its views from the Practice
- b) The PPG should provide constructive criticism for the benefit of the patients
- c) The PPG should communicate its views via the meeting minutes with clear action points and objectives.

**2) Advising the practice** on the patient perspective and providing insight into the responsiveness and quality of services; Subjective views generally held by the patients should be communicated via the PPG after considered discussion.

**3) Carrying out research** into the views of those who use the Practice:

- a) Questionnaires provided in the Surgery to encourage feedback
- b) Regular communication with the patient population.

**4) Organising** health promotion events and improving health literacy.

**5) Agreed Objectives**

- a) The PPG should aim to have long and short term objectives to improve the Practice to the benefit of the Patients set quarterly with targeted timescales
- b) To act as a representative group to support the Practice and influence local provision of health and social care in the community.

### PPG Organisation & Membership

**6) Any registered patient of the practice and any carer of registered patients** is eligible for membership of the PPG

- a) The PPG will hold a list of members
- b) The face-to-face membership list should not exceed 15
- c) A waiting list of potential members should be kept
- d) Appropriate advertising of any vacancy should take place
- e) Any Patient member missing 3 consecutive meetings without having sent prior apologies for absence will be deemed to have resigned from the PPG
- f) Members should show integrity, continuity and confidentiality
- g) Members should not use membership of the PPG for their own self-interest.

**7) The PPG should have a democratically elected** Chairman, Vice Chairman and Secretary :

- a) Elections should be held at least every 24 months
- b) Elections should be held as soon as practical after any vacancy occurs
- c) The AGM will be open to all registered Patients and Carers
- d) The AGM date, venue, and time will be published at least one month in advance by means of a notice to existing members by email and on the Practice notice board and Surgery website.

**8) Each PPG member shall have one vote** in any election

- a) In the event of a hung vote the Chairman will have the casting vote, in addition to his/her individual vote
- b) Any member can ask for a vote to be held on any subject under discussion at any meeting and such vote will be taken immediately.

**9) The PPG should have in attendance** at any meeting

- a) The Chairman or Vice Chairman
- b) The Practice Manager or immediate deputy
- c) A further representative of the Practice's staff
- d) A Minutes Secretary
- e) A representative of the Practice responsible for any action point(s) outstanding in the PPG minutes
- f) At least 3 and no more than 12 Patient representatives
- g) The PPG shall meet (face to face) at least 4 times a year.

**10) PPG meetings should be minuted** with a note of those responsible for any actions agreed

- a) PPG minutes should be published within 14 days of the meeting
- b) Any objections or amendments to the minutes should be notified to the Minutes secretary and Chairman within a further 7 days
- c) Once minutes are approved in the following meeting they are then to be published online.

**11) Format of Meetings**

- a) Chairman's and Members' Reports
  - i) Apologies for absence
  - ii) Matters arising from the Minutes
  - iii) Chairman's & Members' updates
- b) Practice Reports
- c) Other Agenda Items

- d) Any other business
- e) Date of next meeting(s).

**These Terms of Reference will be reviewed and approved by the Patient Participation Group annually.**

**Changes may be necessary to reflect the contractual requirements for Patient Participation Groups as part of NHS contracts.**

**December 2020**