

## **Patient Participation Group**

### **Terms of Reference**

The terms of reference of the **Carn to Coast Health Centres Patient Participation Group** (hereinafter the 'PPG') shall be as set out below.

#### **1. Aims of the PPG**

- 1.1 To facilitate good relations between the Carn to Coast Health Centres 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 reviewing proposed new developments.
- 1.2 To work collaboratively and positively with the practice to maintain and 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.
- 1.5 Potentially to raise funds for the practice to assist in the purchase of additional equipment and services for the benefit of patients.

#### **2. PPG Structure and Membership**

- 2.1 Membership of the PPG shall be open to all registered patients. It is intended that membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities.
- 2.2 Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG.
- 2.3 In joining the PPG members commit themselves to observing the code of conduct appended hereto..

- 2.4 The carer of a patient registered with the practice may serve as a proxy of that patient.
- 2.5 The PPG shall both hold meetings from time to time with a frequency approved by members and at least 4 times per calendar year. Meetings may be face to face, on-line or hybrid by agreement. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings.
- 2.7 The PPG shall normally not exceed twenty members. Members may at their discretion elect a chair. In the absence of a chair a practice representative will serve as acting chair.
- 2.8 The practice will make available at least one partner or senior manager to attend PPG meetings. Unless otherwise agreed the Practice will prepare draft notes/minutes of the meeting and send them to members, normally by e-mail, for information / comment. Minutes will then be tabled for finalisation and approval at the subsequent meeting.
- 2.9 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- 2.10 All members of the PPG shall 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 confidentiality agreement acceptable to the Practice before undertaking any such activity.

## **6. Code of Conduct**

All PPG members must abide by the Code of Conduct shown at 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 how services may be protected, maintained and, where practicable, improved..

- 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 any patient surveys.
- h) 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.
- i) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- j) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

## **Appendix 1**

### **PPG Code of Conduct**

PPG Membership is not based on opinions, political or religious affiliations or characteristics of individuals. Members and practice representatives shall at all times respect diversity and show commitment to the principles contained within the Equality Act.

In joining the PPG members make the following commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other (and the partners and staff of the practice) with respect 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 abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints.
- F. Generally to abide by principles of good meeting practice, for example:
  - 1. Reading any papers in advance
  - 2. Arriving / joining on time
  - 3. Switching mobile phones to silent
  - 4. Allowing others to speak and be heard/respected

## Appendix 2

### Sample meeting agenda

**Name of Group**

**Meeting/Annual General Meeting**

Day/Month/Year		Venue		TIME (allocate time per item)
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1. Apologies for absence
2. Approval and adoption of pre-circulated minutes of day/month/year
3. Matters arising
4. List items for discussion
5. Any Other Business,
6. Date of next meeting: Day/Month/Time

## Appendix 3 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)