

Rothbury Practice Patient Participation Group

Terms of Reference

1. Aims of the Patient Participation Group (PPG)

- a. To facilitate good relations between The Rothbury 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 proposed new developments.
- b. To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- c. 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.
- d. To act as a representative group to support the practice and influence local provision of health and social care.

2. PPG Membership

- a. The PPG will be made up of 12 members, one member will act as Chair of the group. The group will not have a deputy chair.
- b. Membership of the PPG shall be open to all registered patients. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- c. The PPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.
- d. The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.
- e. If a PPG member hasn't attended three consecutive meetings their involvement with the group will be reviewed with the chair.
- f. The Practice Lead will act as secretary for the group.

3. Structure of the PPG

- a. The PPG shall meet bimonthly for one hour. Meetings will be held face to face, however there will be the option to use technology to enable members to join meetings virtually.
- b. Meetings are subject to a quorum of five members of the PPG and **one clinician from the practice**. Apologies for absence should be sent to the Chair prior to the meeting.
- c. The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- d. The Practice Lead shall produce minutes of meetings within five days of the meeting, which will be circulated by the chair to the PPG members.
- e. Meeting minutes will be approved by the PPG via email within two weeks of the meeting.
- f. The Terms of Reference for the group will be reviewed annually.

4. PPG meetings

- a. PPG patient representatives should be contacted by e-mail two to three weeks in advance of each meeting by the Chair and asked for the items they would like on the agenda, together with a brief explanation of why they want the item(s) discussed.
- b. The Practice Lead will discuss the proposed agenda items with the PPG Chair and agree an Agenda. The Practice will then have time to prepare a response in advance of the meeting, and if possible circulate a report that can be read before the meeting.
- c. Fixed agenda items, such as practice KPIs and practice staff updates, can be agreed and circulated in advance. If there are no performance issues, the report can be noted without any discussion.
- d. Any agenda items not discussed at the meeting will be carried over to the next meeting.

5. Confidentiality

- a. All members of the PPG must be made aware of the need to 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 copy of the practice's Confidentiality agreement before undertaking any such activity.

6. Code of Conduct

- a. The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.
- b. All Members of the PPG make this commitment:
 - i. To respect practice and patient confidentiality at all times.
 - ii. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
 - iii. To be open and flexible and to listen and support each other.
 - iv. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
 - v. Otherwise to abide by the principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected