**West Meon surgery Patient Participation Group Terms of Reference**

**Aims of the Patient Participation Group (PPG)**

To facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments.

To work with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.

To build 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.

To act as a representative group to support the practice and influence local provision of health and social care.

**PPG Structure and Membership**

Membership of the PPG shall be open to all registered patients. Membership will aim to reflect the patient profile and to be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

All registered patients of the practice are automatically members of the West Meon surgery PPG. Removal of a patient from the patient list will mean that they will cease to be a member of the PPG.

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.

The carer of a patient registered with the practice can be a member of the PPG even if they are not a patient at the practice.

**PPG meetings**

The PPG shall hold regular meetings. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.

The PPG shall normally not exceed 12 members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

**Virtual PPG**

To support the PPG and extend its reach, the PPG will establish a Virtual Patient Participation Group (VPPG). Any patient may volunteer to join the VPPG. The PPG will regularly contact the VPPG in order to obtain their views on specific matters. A member of the PPG will be made responsible for liaising with the VPPG and ensure that no one is excluded. There will be a standing item on the PPG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPPG to help ensure its members are engaged. Notwithstanding the above, any patient may send views and suggestions directly to the PPG.

Members of the VPPG will follow the same Code of Conduct as those in the PPG that meets face-to-face (see Appendix A: Code of Conduct). VPPG members who are able to volunteer at the practice will also sign and abide by the Confidentiality Agreement (see Section 9: PPG Information and Support Pack).

**Management of the Face-to-Face PPG and the Virtual PPG**

1. The PPG shall meet face to face twice a year, and as necessary.
2. In the absence of the Chair, those members who are present shall elect a Chair from among the attendees.
3. Apologies for absence should be sent to the Secretary or Chair prior to the meeting.
4. The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
5. Decisions shall be reached normally by consensus among those present and emailing in virtually. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.
6. Minutes of meetings will be produced promptly and emailed to members for correction and approval by email so they are a working document.

**Annual General Meeting**

The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the surgery waiting room and on the surgery website and by email.

**Confidentiality**

All members of the PPG (including the Face-to-Face and Virtual Groups) must be made aware of the need to maintain absolute patient confidentiality at all times.

**Code of Conduct**

All PPG members must abide by the Code of Conduct shown at Appendix 1.

**Activities of the PPG**

The PPG will:

1. 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.
2. 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.
3. 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 the improvements (if any) to be made to those services.
4. 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.
5. 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.
6. Communicate information which may promote or assist with health or social care.
7. Explore overarching ideas and issues identified in patient surveys.
8. Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
9. 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.
10. Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
11. Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

**Signed agreement**

*NB: To ensure a jointly agreed approach by the practice and PPG members, this section should be signed by both parties.*

These Terms of Reference were adopted by West Meon surgery PPG at the meeting held at (Seminar Room, RGMP on Mon 3rd June 2019) and may be reviewed according to emerging needs.

Signed by: ………………………………………………………………PPG Chair Dated …………………… And ……………………………………….General Practice representative. Dated……………………

## PPG Code of Conduct

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.

All Members of the PPG (including the Virtual PPG) make this commitment:

1. To respect practice and patient confidentiality at all times.
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
3. To be open and flexible and to listen and support each other.
4. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
5. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
7. Otherwise to abide by 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

**WEST MEON SURGERY**

# PPG meeting

Date and time

Present:

|  |  |  |
| --- | --- | --- |
| **Item:** | **Discussion:** | **Action points:** |
| 1. |  |  |
|  |
| 2. |  |  |
|  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| 6. |  |  |
| 7. |  |  |

## 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](http://www.homeoffice.gov.uk/equalities/equality-act/)

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](http://www.gov.uk/equality-act%202010-guidance)