# MEASHAM MEDICAL UNIT

# PPG Terms of Reference

A patient participation group (PPG) is open to all patients on the GP practice list including all communities, groups, genders, ages ethnicities, disabilities, paid and unpaid carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

It remains a contractual requirement for practices to have a PPG and to make reasonable efforts for this to be representative of the practice population. It is an expectation for CQC assessments that practices have a PPG.

Measham Medical Unit has had representation for patients in this way for more than 12 years and has successfully spearheaded many initiatives. As the NHS is changing, GP practices have remodelled the way primary care is accessed and delivered. The PPG endeavours to support and inform patient groups of these changes and how they are likely to impact health care delivery in our community.

Measham Medical Unit serves a wide population in a semi-rural area with over 15.000 patients in this catchment area. Certainly over the last decade the population has become more diverse and has a range of ethnic groups which now use the PRACTICE.

The aim of Measham Medical Unit PPG is to:

* offer feedback on the patient perspective;
* assist practices to make the most effective use of their resources;
* improve communication;
* help to promote good health;
* influence decisions about which services are provided;
* offer practical support to the practice
* encourage patient wellbeing

**Purpose of the PPG**

The PPG works together with the practice to represent the patient’s voice in decision making, ensuring that all communities registered with the practice are represented.

Being part of a PPG provides an opportunity:

* for patients and practice staff to meet and discuss constructive suggestions for improving the practice and share concerns that could affect the wider practice population.
* to explore issues from patient complaints and patient surveys, contribute to action plans and help monitor improvements
* to provide news updates to local communities through newsletter and other formats
* to support health awareness and patient education
* to engage with the local communities to ensure the PPG is truly reflective of the practice population
* **to ensure that our patient profile is well represented**

**PPG Structure**

The PPG will consist of patient representation and Measham Medical Unit staff. The structure will consist of:

**Chair – elected annually at the AGM**

**Vice Chair – elected annually at the AGM**

**Treasurer – elected annually at the AGM**

* Other roles may be coopted as necessary.
* The term of office will be for 3 years and appointed at the AGM.
* The meetings will be conducted every 2 months on the first Monday of the month times and dates to be available on the minutes and agenda.
* Agenda and last meeting minutes will be sent out 1 week in advance.
* Minutes will be available for the patient population on the MMU website.

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

The PPG shall meet face to face no fewer than four times a year. The PPG committee may meet more regularly for planning purposes and liaison with the practice staff if required.

In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.

Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the Face-to-Face PPG. The resulting vacancy can be offered to another registered patient.

The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.

Decisions shall be reached normally by consensus among those present. 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. Consideration of the views of members of the VPPG will be taken into account.

The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG and VPPG and made available to all via email or hard copies displayed in the practice.

(OPTIONAL if funds involved) The Treasurer (if applicable) shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting.

**4. Annual General Meeting**

Membership PPG should be for no more than three years and elected at the Annual General Meeting. The same time limits shall apply to the terms of office of the officers.

 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 local media, in the surgery waiting room and on the surgery website.

Any specific “officer” posts of the PPG Committee will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting by other members of the wider Face-to-Face PPG and Virtual PPG.

Officers of the PPG and members of any Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.

Any member of the PPG who wishes to nominate him/herself for an “officer“ position on the committee or working group, such as Chair or Secretary or any other official role, should advise the incumbent Chair of their proposed intentions at least two weeks prior to any Annual General Meeting. This should be by submission of a completed Nomination Form endorsed by two existing PPG members

**5. 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. 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. A sample Confidentiality document with declaration can be found available in the practice.

**6. Code of Conduct**

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

 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 …………………………….PPG at the meeting held at (venue / date) and may be reviewed according to emerging needs.

Signed by: ………………………………………………………………PPG Chair Dated ……………………

And ……………………………………….General Practice representative. Dated……………………

**Appendix 1 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:

A. To respect practice and patient confidentiality at all times.

B. To treat each other with mutual respect and act 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. These should be taken forward through other appropriate channels.

F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.

G. 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

**Appendix 2 Sample meeting agenda**

Name of Group

Meeting/Annual General Meeting

Day/Month/Year Venue TIME (allocate time per item)

1. Apologies for absence

2. Approval and adoption of pre-circulated minutes of day/month/year

3. Matters arising

4. List items for discussion (to include update on finances, if appropriate, and feedback from Virtual PPG

5. Chairs report

6. Workgroups report

7. Any Other Business, including topics introduced by the chair/group

8. Date of next meeting: Day/Month/Time

9. Meeting to close by 00:00

If you are unable to attend please contact:

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