

WITHNELL HEALTH CENTRE

PPG Terms of Reference

(Rev 2 January 2025)

Title of the Group:- **Withnell Health Centre, Patient Participation Group**

1. Aims of the Patient Participation Group (PPG)

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

1.2 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.

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.

2. PPG Structure and Membership

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

2.2 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.

2.3 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.

3. PPG Operation

3.1 The Withnell Health Centre PPG shall elect a Chair, Vice Chair and Secretary from among the members. Other posts may be created on a proposal from the PPG. In the absence of the Chair and Vice Chair, those members who are present shall elect a temporary Chair from among the attendees.

3.2 The PPG shall hold at least quarterly meetings to maintain an active PPG. In addition to the patient membership, the Practice Manager, Deputy Practice Manager and a GP will be members of the PPG. An open invitation may also be extended to any other relevant practice staff to attend its meetings as agreed with the Practice Manager.

3.3 A Quorum of members is considered to be at least six members including at least, either, a representative GP, the Practice Manager or Deputy Practice Manager from the practice.

3.4 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.

3.5 The Secretary shall produce minutes of meetings to be considered and approved by a majority of the members of the PPG and subsequently be sent to all members and made available to all via email or hard copies displayed in the practice.

3.6 To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned.

3.7 Officers of the PPG (Chair, Vice Chair and Secretary) and members will notify the Chair with at least month's notice of their intention to step down/leave the group. Appointment of specific roles will be agreed at the next meeting.

4. Confidentiality and Code of Conduct

4.1 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. All PPG members must abide by the Code of Conduct

5. Activities of the PPG

5.1 The GP contract sets out aims and objectives for the PPG.

5.2 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.

5.3 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.

5.4 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.

5.5 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.

5.6 Explore overarching ideas and issues identified in patient surveys.

5.7 Communicate information which may promote or assist with health or social care.

5.8 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.

5.9 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 considered.

5.10 Act as a forum for ideas on health promotion, self-care and support activities within the practice to promote healthy lifestyle choices.

5.11 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

5.12 Explore overarching ideas and agree topics to be covered by patient surveys and discuss results.

6. 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 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