

Shepley Health Centre Patient Participation Group

Terms of Reference

The Group shall be called the **Shepley Health Centre Patient Participation Group**

1. Aims of the Patient Participation Group (PPG)

- 1.1 To facilitate good relations between the 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 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 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 group is open to all registered patients of the practice. Removal of a patient from the practice list will mean that he/she will cease to be a member of the PPG.
- 2.3 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.
- 2.4 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.

2.5 The patient Group shall nominate and agree a Chair and Administrator.

2.7 The PPG shall normally not exceed twenty members.

Virtual PPG

2.8 To support the PPG and extend its reach, the PPG will establish an online group to be called the 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.

2.9 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).

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

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

b) Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Administrator or 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) 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;

e) The Administrator 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.

f) .

5. Confidentiality

- 5.1 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 in the PPG Information and Support Pack (Document 9) if one not already available in the practice.

6. Code of Conduct

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

7. Activities of the PPG

- a) 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.
- b) 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.
- c) 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.
- d) 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.
- e) Communicate information which may promote or assist with health or social care.
- f) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- g) 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

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

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