

# **HIGHPARKS MEDICAL PRACTICE**

## **PATIENT PARTICIPATION GROUP**

### **TERMS OF REFERENCE AND GROUND RULES**

#### **AIMS OF THE GROUP**

The aims of the Patient Participation Group (PPG) are to represent patients of Highparks Medical Practice and to work in partnership with GPs and practice staff to improve services to patients.

#### **TERMS OF REFERENCE**

##### **MEMBERSHIP**

- Any patient over the age of 16, who is registered with Highparks, can be a member of the PPG.
- The group should reflect the demographic of the practice and every effort will be made to ensure equality of access and diverse representation.
- The PPG will elect a Chair, annually in October to run meetings and guide the work of the group. The election will be by a simple majority vote of members present.
- The PPG will elect a Vice-Chair annually in October, to support the work of the Chair and to deputise in the event of his/her absence. The election will be by a simple majority vote of members present.
- In the absence of both the Chair and Vice-Chair at a PPG meeting, members will elect an acting Chair.
- The PPG will appoint a Treasurer to deal with any monies raised by the PPG. (The PPG is not required to engage in charitable work, ie raise funds for a charity or on behalf of the practice. Any fundraising group would have to be independently registered as a charity.)
- The PPG will appoint a Secretary to prepare agendas in consultation with the Chair and the Practice Managers and to minute meetings.
- The group will include at least two members of staff (preferably one GP and Practice Manager or a member of the Management team) to represent the practice. However, it is recognised that it might not always be possible for a GP to attend due to clinical demands.

Other staff members will be invited to attend, as required. Wherever possible, the Practice Managers will attend all meetings to present news of developments within the practice and to respond to issues raised by the PPG.

- Guest speakers may be invited to present information of interest to the Group from time to time.
- Membership of the PPG is voluntary, and no payments or expenses are payable.

## **OBJECTIVES**

In partnership with Highparks Practice, the PPG will work to improve patient awareness and knowledge by working to strengthen the practice's communications with patients, enhancing patient awareness of priorities and current issues and increasing patient knowledge on health matters, thus supporting the practice and its staff in delivering the best possible healthcare utilising the resources provided.

This will be actioned by:

- disseminating practice information to the community, as agreed by the practice;
- keeping patients up-to-date using a range of media in consultation with Highparks Practice;
- providing guidance and advice concerning accessing of services, as agreed by the practice;
- sharing best practice from other sources which can enhance the experience and services delivered to Highparks' patients.

In partnership with Highparks Practice, the PPG will;

- provide support to the practice through acting as an advisory group as well as a 'critical friend', providing perspectives and concerns from patients that can influence how services are delivered across the practice;
- communicate areas of concern to the practice with a view to influencing positive change;
- act as a consultative group and 'sounding board' for any major changes;
- encourage and support the role of the practice in involving patients in their own care;
- monitor complaints and comments received about the practice;
- annually review the results of patient surveys, suggest appropriate changes and ensure that the results of the surveys influence decisions affecting services, where appropriate;
- fundraise for items/support of community services that are not funded by the NHS;
- nominate members to represent the PPG at local/regional PPG groups;
- produce a PPG Annual Plan in April and monitor progress regularly;
- review the PPG Terms of Reference annually to ensure they remain relevant.

## **MEETINGS**

- The PPG will meet at least 4 times a year and meeting dates will be set at the October meeting where possible.
- Wherever possible, meetings will alternate between venues across the practice and in appropriate external venues as required.
- Members will send apologies in advance, if they are unable to attend.
- The Chair is responsible for ensuring that
  - an agenda is prepared, which will be discussed and agreed with the practice and circulated at least a week before a meeting;
  - draft minutes of the meeting are prepared and sent to the Chair and Practice Managers for approval within 14 days of the meeting.  
Approved minutes will be circulated to all members within 28 days of the meeting and published on the Highparks' website under PPG with the caveat that they are draft minutes and will be approved and signed off at the next PPG meeting;
- A quorum will exist at meetings where there are 5 or more patient members present plus at least two members of practice staff.
- Members will be required to 'declare an interest' if the PPG discusses a matter which could create a conflict of interest.
- Members will agree to treat identified matters as confidential, when identified as such by the Chair and/or the Practice Managers.

## **DISSOLUTION**

- If the PPG considers it appropriate to dissolve the group, patients will be notified of the proposal in writing with reasons for the dissolution.  
Patients will be invited to the next available meeting where the proposal may be upheld or suspended.
- Notice must be given at least one month before the proposed final meeting of the PPG and the reasons for the dissolution or other action taken, recorded in the minutes and published.
- In the event of dissolution, any unused monies held in any independent bank account managed by non-practice members will be held in the account until a new PPG is established. (NB the practice has no association with any monies held by the PPG.)  
If this is not done within a period of 2 years following dissolution, Highparks Practice will donate the money to a charity of their choice.

## **GROUND RULES**

**All members of the PPG should be aware of, and abide by, the Group's Ground Rules to enable meetings to be as relevant, inclusive and productive as possible.**

- All views are valid and will be listened to. However, the PPG is not a forum for individual complaints or personal issues which should be discussed directly with Highparks Practice.
- Silence indicates agreement - speak up if you would like your ideas/suggestions to be part of the discussion.
- Open and honest communication applies to everyone.
- Allow others the opportunity to voice their opinions, avoid talking over people or having simultaneous conversations during the meeting.
- Be flexible, listen, ask for help and support each other.
- Discrimination on any grounds will not be tolerated.
- Respect both Highparks' staff and patient confidentiality at all times.
- Demonstrate a commitment to playing as full a part as you are able in the group and a commitment to delivering results as a group.
- Disruptive or recurrent displays of unacceptable behaviour or breaches of confidence may lead to a request for the member to resign.
- Mobile phones to be muted.
- Meetings should start and finish on time and agendas should be adhered to. Where the business has not been completed within the agreed time, those members present may agree to continue the meeting in order to deal with the business notified on the agenda or make arrangements for a further meeting to complete the business.

Reviewed and amended: March and April 2022

Next review date: March 2024

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**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 amended and adopted by Highparks PPG at the meeting held at the Emmanuel Centre, Cliffe Woods on 13<sup>th</sup> April 2022) and will be reviewed every two years in March.

Signed by: ..... PPG Chair

Dated .....

Signed by ..... Practice representative

Dated.....;