

# **Trent Bridge Medical Practice Patient Participation Group**

## **Constitution and Terms of Reference**

**12<sup>th</sup> October 2011**

### **Purpose**

1. The purpose of the Patient Participation Group (PPG) is to assist in improving the running of the practice for the benefit of patients and staff, to provide a patient perspective to the practice and to facilitate better two-way communications between patients and the practice

### **Membership**

2. The PPG is a small group of patients, which meets regularly with practice representatives to achieve the above outcomes. In the future, the practice would like to extend consultation to a wider, virtual 'Patient Reference Group (PRG)' from which the PPG could be drawn. This could be achieved, for example, via the website or by email.

3. Membership of the PPG and any future PRG should aim to reflect the practice profile in terms of diversity, e.g. age, gender, ethnicity, disability etc. The practice, with the support of the PPG, will use their best endeavours to achieve this

4. The timing and venue of meetings will be kept under constant review to ensure that they are not a barrier to achieving the aims in 3 above

5. The PPG should ideally consist of 10 registered patient members but should not exceed 12 plus, as a minimum, the Practice Manager or deputy

6. The term of office will be for 2 years, commencing at the Annual General Meeting (AGM) in April 2012 and every 2 years thereafter.

7. There will be a 2-month nomination period, commencing 3 months before the start of each 2-year term, i.e. in January and February, with nominations closing on the last day of February. This will be promoted and publicised as widely as possible, bearing in mind the need to achieve the aims in 3 above. The membership of the new PPG will then be decided in March, ready for the AGM in April with the aim of achieving 50% new members.

8. The criteria for selection will be by reference to 1) practice profile 2) length of service with shorter service having priority 3) geographical spread. Any selection issues or disputes will be decided by the existing Officers in conjunction with the practice, with reasons given for the decisions made

9. If any patient wishes to volunteer mid-term and there are no vacancies, the practice will keep a record of their details until either a vacancy arises or until the next nomination period

10. At the AGM, the new PPG members will elect a Chairperson, Vice Chairperson, Secretary and Treasurer. The Secretary will be responsible for taking and producing the minutes and for dealing with any correspondence, unless otherwise agreed. The Secretary should aim to produce the minutes within 7 days of any meeting but, in any event, should ensure that the Practice Manager or deputy receives them 14 days prior to the next meeting for circulation

11. Any items for the Agenda should be submitted to the Practice Manager or deputy at least 14 days before a meeting so that it can be circulated with the minutes.

## **Meetings**

12. Meetings will be held at least bi-monthly or as circumstances dictate.

13. Meetings will be quorate when 4 or more members are in attendance

14. If the Chairperson and Vice Chairperson are absent, the members present will elect a temporary Chairperson for that meeting only

15. Members should make every effort to attend the meetings on a regular basis and should submit apologies in advance when they are unable to do so. If any member fails to attend, without prior notification, on 3 consecutive occasions, the PPG will be entitled to treat this as a resignation after communication with the person concerned

16. All practice staff are welcome to attend the meetings in addition to the Practice Manager or deputy

17. Other interested patients or members of staff may be co-opted from time to time, where their input is considered of particular value

18. At the end of each meeting the Chair will summarise any action points and who is responsible for dealing with these, as well as agreeing a provisional Agenda for the next meeting

19. The minutes of the meetings will be posted on the PPG notice board along with any other items of interest.

## **Conduct**

20. All attendees should conduct themselves in a courteous and professional manner. If any member is disruptive or uncooperative, he or she may be asked to resign by the Chairperson or Vice Chairperson, after consultation with the group

21. Any member wishing to speak should indicate and go through the Chair. This ensures that the meetings are disciplined and that all members have a fair opportunity to contribute, especially those who are less self-confident.

22. Members will agree to treat items discussed as confidential where appropriate.

## **Terms Of Reference**

23. To assist the practice to conduct annual patient surveys, giving patients a voice in the organisation and provision of their health care, providing a means for patients to make suggestions about the practice and review patient feed back.

24. To produce and publish annual action plans, demonstrating a balanced programme of action arising from the survey and other inputs from the wider practice population

25. To publish an annual report showing the work of the PPG and how it has provided a link between the practice staff and the wider patient population.

26. Provide feed back on patient's needs, concerns and interests to the practice, NHS trusts and other relevant bodies.
27. Contribute to practice decision making and consult on service development and provision.
28. Establish and maintain a process enabling the flow of information both ways between practice staff and the PPG, of a non confidential nature.
29. Input where relevant to practice communications to ensure clear, plain English, for example, information leaflets, website content etc.
30. Provide links for patients with specific needs to form or join existing support groups
31. Be a forum for the exchange of information on health and related issues, promote health education and where appropriate influence local health care issues
32. Influence the provision of local secondary health and social care and act as patient representatives when appropriate
33. Liaise with other PPGs share best practice and good ideas from elsewhere which might enhance the wellbeing of patients and or staff.
34. To review the constitution and terms of reference annually