



# SWC Medical Group

## Selsdon Park Medical Practice Patient Participation Group

### TERMS OF REFERENCE

#### NAME OF THE GROUP

The Group shall be called the Selsdon Park Medical Practice Patient Participation Group (PPG).

#### AIMS

1. To strengthen the relationship between the Practice and its patients.
2. To assist the Practice in continuing to improve its provision of healthcare.

#### OBJECTIVES:

##### *Liaison with patients*

- To assist the Practice in gathering feedback and patients' comments about the Practice.
- Use information gathered from patients to discuss problems and potential improvements with the Practice.
- Support the Care Quality Commission (CQC) inspection process.
- Contribute to the publication and circulation of the Patient Newsletter.
- Whenever and wherever it is appropriate, represent the interests of patients and the Practice.

##### *Challenge & Support: help the Practice to improve service delivery*

- Identify opportunities to improve services to the patients.
- Foster the treatment of patients within a safe, risk-free environment.
- Promote improvements by identifying developments and best practice through local, regional and national networks.
- Work with the Practice to help it address the challenge of changes within the NHS.
- Review patient targeted material.

##### *Developing Influence of the Group*

- Affiliation to appropriate organisations to enhance awareness of local and national initiatives.
- Observance of [General Data Protection Regulation \(GDPR\)](#) and PPG Confidentiality Agreement e.g. when handling patient or Practice material.
- Networking with appropriate groups to share experience on common objectives.

## MEMBERSHIP

- The Group will normally consist of up to ten patients of the Practice representing the general cross-section of the patient body, who should be able and willing, to contribute towards fulfilling the objectives of the Group.
- The Group will also include key members of the Practice staff and may invite other staff members to attend, if it becomes necessary, at a particular meeting.
- Ex-officio members may be co-opted at the discretion of the Group, when such a need arises, but they will not have voting powers.
- Officers of the Group:
  - Chair
  - Secretary
  - External Relations Officer
- The Officers must be voted into post on a majority basis. Each Officer will remain in post for a term of three years before a new ballot is held, when he or she may stand for re-election.
- Ideally, members should have active involvement in the community, but they will not formally represent their own organisations.
- Group members should attend at least 50% Group meetings and 50% lectures during a calendar year or provide the Chair, on each occasion, with such valid reasons for absence. If any member fails to comply with this requirement, he or she may have to discontinue his or her membership of the Group.
- All members must sign a confidentiality agreement with the Practice.
- All PPG members are treated with respect regardless of their ethnic origin, religion, cultural beliefs, sexual orientation or age.
- Any members found to be harassing or abusing other members will be asked to leave.
- When a vacancy arises, appropriate advertising will take place and those involved in the selection process will then consider the most appropriate candidate, taking into account evidence of how the individual will contribute to the following:
  - The balance of the group and representation of the patient body.
  - Open, honest and constructive debate of patient issues.
  - The Aims and Objectives of the PPG and supporting fellow Group members; acknowledging the commitment of time and energy required.

## MEETINGS

- Meetings will usually take place once every four to six weeks and may be held either in the afternoon or in the evening to suit the agenda items (e.g. requiring the presence of certain Practice staff) and convenience of the Members.
- Meetings will normally require a quorum of 50% of members, in addition to members of the Practice staff attending. If there are fewer members present, the chair may decide to hold the meeting, depending on the nature of the agenda, e.g. with items giving information only and not requiring the meeting to be a valid one with a proper quorum.
- A full year's set of meeting dates will be provisionally agreed at the start of each calendar year and the date of the next meeting will be confirmed at each meeting.

**(Note:** *The "Appendix A" gives guidance on sharing of tasks between the Practice and the PPG, associated with the main activities of the PPG.*)

**APPENDIX A**  
**Guidance on sharing of tasks between the Practice and the PPG**

**A. General functioning of the PPG**

Tasks	Practice	PPG
i. Elect officers every three years (Chair, Secretary <u>and</u> External Relations Officer)		√
ii. Choose provisional dates of the PPG meetings, at least four in the year.		√
iii. Provide the meeting room and ensure regular attendance by key members of the Practice, e.g. a senior doctor and the Practice manager, to provide details of any changes in staff and surgery hours, oncoming NHS initiatives, etc.	√	
iv. Produce minutes within two weeks, after agreement with the Chair.		√
v. Distribute minutes to PPG members via emails.		√

**B. Liaison with patients**

Tasks	Practice	PPG
<u>Annual Patient Survey</u>		√
i. Provide feedback forms.	√	
ii. Representative in the reception area to assist patients with filling the forms.		√
iii. Report on patients' answers at PPG meetings.		√
<u>Newsletter</u>		
i. Provide articles.	√	√
ii. Edit and prepare the newsletter.		√
iii. Print copies and place them in the reception area.	√	
iv. The PPG to send newsletters electronically to those who have given their email addresses.		√

**C. Medical lectures**

Tasks	Practice	PPG
i. Choose dates and topics for the lectures and book the hall.		√
ii. Pay the hire charges of the hall.	√	
iii. Arrange for a speaker, introduce him/her at the meeting and give vote of thanks.	√	√
iv. Prepare leaflets and display them in the surgery at vantage locations.	√	
v. Arrange for leaflets to be displayed at local shops, libraries, etc.		√
vi. Provide equipment for the lecture - Projector, Laptop, Pointer and Screen.	√	
vii. Get the lecture room ready (chairs and tables).		√
viii. Direct new patients to register their email addresses.		√