

# Holt Medical Practice Patient Participation Group Terms of Reference

## 1. Definitions:

- |      |                         |   |
|------|-------------------------|---|
| 1.1. | Group                   | the Named Members and the Practice Representatives who attend the monthly or quarterly meetings   |
| 1.2. | Holt PPG                | Holt Surgery Patient Participation Group  |
| 1.3. | Member                  | A patient who has asked to be a member of the Holt PPG, part of the mailing list and wishing to receive Holt PPG communications from the Group and/or the Surgery |
| 1.4. | Named Member            | One of the patients who attend the regular Group meetings   |
| 1.5. | Practice                | Holt Medical Practice (and its branches)  |
| 1.6. | Practice Representative | A GP Partner, a Senior Manager and another member of staff from the Practice as best suits the meeting's agenda and staff availability                            |

## 2. Aims of the Holt PPG

- 2.1. **Representation:** to act as a representative group to support the Practice and influence local provision of health and social care.
- 2.2. **Providing and sharing information:** facilitating good relations between the Practice and its patients to build two-way communication and co-operation regarding patient experience, interests and suggestions for improvement.
- 2.3. **Helping the Practice to improve services:** working collaboratively and positively with the Practice to implement change and improve understanding by communicating patient experience, interests and suggestions for improvement;
- 2.4. **Offering support to patients and the Practice's staff:** to build two-way communication and co-operation for the mutual benefit of all.
- 2.5. **Arranging special health events and fundraising:** arranging focused health education activities and raising awareness of topical issues; fundraising for medical equipment or other facilities to improve the Practice and patient experience where appropriate.

## 3. Members of Holt PPG

- 3.1. Membership of the Holt PPG shall be open to all registered patients.

- 3.2. Membership will, wherever possible, reflect the patient profile and be representative and inclusive of different genders, ethnicities, ages and abilities. To become a Member, a patient should contact the Surgery directly and complete a membership form (Appendix 1).
- 3.3. The carer of a patient registered with the Practice can be a Member of the Holt PPG even if he or she is not a patient at the practice.
- 3.4. The Holt 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.
- 3.5. From October 2022 there will be a meeting held at least every 18 months where all Members and other interested patients will be invited to attend.

#### **4. Named Members of the Group**

- 4.1. During its first year, the Group shall consist of 6 self-elected Named Members and 3 Practice Representatives.
- 4.2. From its anniversary in October 2022 the Group will ideally have 6 to 8 Named Members. It will actively canvass interest from other patients who may wish to become Named Members and accept or reject those applications in a fair and transparent way.
- 4.3. Appointment of a Named Member can happen at any time of the year.
- 4.4. Patients who wish to become Named Members should make their interest known to the Business Manager.
- 4.5. Potential Named Members will be asked to attend for an interview with the Group prior to any offer of appointment being made. It is important to the Group that the skills of new applicants enhance the Group, and the dynamics are preserved.
- 4.6. If a Member ceases to be a patient of the Practice (or a carer of a patient at the Practice when not a patient of the Practice themselves), they will automatically cease to be a Member of the Holt PPG.
- 4.7. New Named Members shall be appointed for an initial period of no less than 1 year (and ideally will stay for 2). New Named Members will be subject to a 3-meeting probation, on both sides.
- 4.8. Existing Named Members can ask to remain as Named Members for another term if a majority of the other Named Members agree.
- 4.9. All Named Members of the Group will follow a Code of Conduct (Appendix 2) and sign and abide by the Practice's confidentiality agreement (Appendix 3)

## **5. Meetings of The Group**

- 5.1. During its first year the Group will meet monthly, moving to quarterly meetings once established.
- 5.2. Meetings should be attended by all Named Members wherever possible. A patient Named Member who fails to attend three consecutive meetings may be deemed to have resigned.
- 5.3. For a decision at a meeting of the Group to be binding there should be at least 3 patient Named Members and two senior practice staff.
- 5.4. The Group may invite relevant professionals or non-Named Member patients to specific meetings. Those persons may need to sign the Practice's confidentiality agreement (Appendix 3).
- 5.5. Decisions shall be reached normally by consensus among those Named Members and Practice Representatives present. However, if a vote is required, decisions shall be made by simple majority of the same.
- 5.6. The Group shall produce minutes of meetings to be considered and approved at the following meeting of the Group. Once approved these minutes will be sent to the PPG membership by email, posted on the Practice website and on the Holt PPG's noticeboard.
- 5.7. The date of the next meeting shall be decided at the end of the previous meeting.

## **6. Activities and Responsibilities of the Group**

- 6.1. The Group (and its Named Members where possible) will:
  - 6.1.1. Act as a planning tool – can be consulted on service development and provision
  - 6.1.2. Provide feedback on patients' needs, concerns and interests
  - 6.1.3. Give patients a voice in the organisation of their care
  - 6.1.4. Act as a safety valve for dealing with grumbles and complaints about the practice – helping promote the practices viewpoint and the correct process for patients to raise their concerns directly with the Practice
  - 6.1.5. Communicate information about the community in general which may affect health or social care
  - 6.1.6. Give patients a voice in the organisation of their care
  - 6.1.7. Explore overarching ideas and issues identified in patient surveys

- 6.1.8. Maintain a Holt PPG presence on a visible notice board in the waiting area of the Practice and maintain and update the Holt PPG website page on the Practice website
- 6.1.9. Assist the Practice by arranging voluntary groups/support from within the community
- 6.1.10. Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices
- 6.1.11. Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively
- 6.1.12. Encourage and support health education activities within the Practice and promote preventative medicine
- 6.1.13. (Where appropriate or possible) fundraise for medical equipment or other facilities to improve the Practice
- 6.1.14. Liaise with other patient Participation Groups in the area.

**7. Signatures**

- 7.1. To promote a jointly agreed approach by the Practice and the Group, this section should be signed by all Named Members and the Senior GP Partner.
- 7.2. These Terms of Reference were adopted on ..... The Group and signed below. They may be regularly reviewed and amended at any point by a simple majority in accordance with clause 5.3.

**Named Member Signatures**

Signed by: .....: Print Name..... Date .....

Signed by: .....: Print Name..... Date .....

Signed by: .....: Print Name..... Date .....

Signed by: .....: Print Name..... Date .....

Signed by: .....: Print Name..... Date .....

Signed by: .....: Print Name..... Date .....

**Executive GP Partner**

Signed by: .....: Print Name..... Date .....