



## Whitstable Medical Practice Patient Participation Group

### TERMS OF REFERENCE

#### **Purpose**

The Patient Participation Group (PPG) gives Whitstable Medical Practice (WMP) patients a voice to support and assist innovation and change within the Practice, and to foster an understanding amongst patients of the way that WMP operates.

#### **Aims & Objectives**

These are

1. To help patients feel more involved in their healthcare and to demonstrate the Practice's commitment to its patients.
2. To help build good working relationships between WMP patients and staff.
3. To promote and encourage discussion and information about health issues.
4. To compile a joint Newsletter for the Practice on a (nominally) quarterly basis.
5. To agree with the Practice issues of priority to be included in its Patients' Annual Survey, and to discuss findings and any actions to be taken.
6. To participate in other relevant meetings.

#### **Principles**

- Relationships between the Practice and the PPG should be equal and respectful.
- Sharing of information should be done in a way that is transparent, open and easily understood.
- Relevant Practice staff will engage in Formal PPG meetings whenever possible.

#### **Membership**

The PPG comprises Committee Members and Associate Members. The Committee aims always to include patients from each Practice site.

#### **The Committee group will comprise:**

- A Chairperson \*
- Vice Chair \*
- Meetings Secretary
- Administrator (for meetings etc).
- Members (as far as practicable) for each Special Interest Sub-Group.

At present these are:

- i. Families, children and young people
- ii. Work age people (including those recently retired)
- iii. People whose circumstances may make them vulnerable
- iv. Mental health and well-being (including people with dementia)
- v. Older People
- vi. People with long-term conditions
- vii. People affected by cancer care issues
- viii. Students
- ix. Carers
- x. General patient issues

\* The PPG currently has a 'rolling' Chair/Vice Chair policy. This lasts for (nominally) two meeting periods after which the Vice Chair steps up to become the next Chairperson and a new Vice Chair shall be appointed, and so-on.

**PPG Associate Members** do not attend formal meetings with the Practice but are kept informed and consulted on significant PPG initiatives and activities, usually by email or telephone.

### **Conduct of PPG Meetings**

- 1. The following matters shall not be mentioned during meetings**
  - a. Named persons (patients, doctors or any members of staff).
  - b. Individual personal complaints (these should always be directed through the complaints procedure to the Medical Practice).
- 2. Confidentiality** – PPG members may have occasional access to confidential material which must not be mentioned outside the meeting. Accordingly, all PPG members shall be required to sign a Confidentiality Agreement.
- 3. Conflict of Interest** - Any actual or potential conflicts of interest must be declared immediately and in line with the local Clinical Commissioning Group's (CCG) 'Managing Conflicts of Interest Policy'.
- 4. Meetings**
  - **Formal** - The PPG will hold formal meetings with the Practice about six times per year, usually at Estuary View Medical Centre, and be of typically two hours duration.
  - **Informal** - In addition the PPG may hold Informal Meetings, for PPG Members only, between the scheduled Formal Meetings to discuss and structure the Agenda for the forthcoming Formal Meeting.
  - **Acting Sub Groups** - These may meet anytime between the main meetings to discuss issues pertinent to that Sub Group and propose Agenda Items at the next Informal Meeting.
- 5. Meetings' Scheduling** – and arrangements will be the responsibility of the PPG Administrator. This will include communication/consultation with PPG Associate Members as appropriate.
- 6. Agendas, Minutes and Reports** – The Meetings Secretary shall issue an Agenda prior to each formal PPG meeting. If members wish to add significant items to the Agenda or a table a report for discussion, they shall submit such to the Chairperson in a timely manner beforehand for consideration/approval. The Meetings Secretary shall issue a formal set of Minutes as soon as practicable after each formal PPG meeting.
- 7. Voting** – Where a motion is put to a vote, each PPG member present shall have one vote including the Chairperson. In the event of equal votes for and against, the Chairperson will have an additional (and final) casting vote.

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