# «Name of PPG» – Patient Participation Group (PPG)

# Terms of Reference

1. ***Title of the PPG***

The group shall be called «name of PPG» – Patient Participation Group (PPG).

1. ***Purpose of the PPG***

The role of the PPG is to act as a communication channel between the Surgery, it's patients and the pubic in its locality. This role is pro-active and two-way and will include research and investigation of local issues, and good practice in the delivery of health and social care.

1. ***Aims of the PPG***

The aims of the PPG are to enhance the relationship between patients and the Surgery in the following ways:

* 1. By acting as a critical friend to the Surgery by researching and reporting on local issues and concerns in the delivery of health and social care.
  2. By being a local champion for patients and promoting healthy lifestyle choices.
  3. By influencing the services that are provided, where they are provided, and by taking part in clinical commissioning decisions: this means that services can be developed in the way that is best for patients.
  4. By recruiting other patients to join the PPG to ensure representation is reflective of the patient population.
  5. By talking to other patients and carers to pick up comments and concerns in the community whilst respecting the confidentiality of any individual.
  6. By participating in the work of the Surgery to increase patient education and engagement.

1. ***Membership of the PPG***
2. The PPG shall consist of any registered patient or carer of a registered patient who subscribes to Lister House Surgery, and membership shall be free of charge.
3. Members of the PPG must have an active email address.
4. The PPG members will elect a number of committee members including a Chair, Vice Chair, Secretary and Treasurer (if required) who will coordinate the activities of the PPG.
5. The committee members will be elected by secret ballot and appointed for a term of two years (Chair and Vice-Chair overlapping).
6. Vacant committee roles can be filled by holding a by-election during any PPG meeting.
7. The Practice Development Manager will be an ex-officio member of the PPG.
8. The *PPG Lead* (see para 8) will be a member of the PPG. The *PPG Lead* will support the membership with administration and communication and other duties as agreed by the Committee.
9. At the invitation of the Surgery, the PPG may elect or nominate members as patient representatives on committees or forums for other activities of the Surgery or the Derby and Derbyshire Clinical Commissioning Group.
10. ***Meetings of the PPG***
    1. The PPG Agenda will be set by the Chair in consultation with the committee and PPG Lead.
    2. Any PPG member can propose items for the agenda. For these to be considered for discussion at a particular meeting, they should be sent to the PPG email address by the published date (in Minutes and Agenda).
    3. Any PPG member can raise items under Any Other Business (AOB). To assist the Chair in meeting planning, AOB items should be sent to the PPG email address at least one week prior to the meeting.
    4. The meeting will be chaired by the elected Chair and, if absent the Vice-Chair, who will ensure the meeting promptly starts and finishes as scheduled. In the absence of both the Chair and Vice-Chair, the meeting shall be chaired by a volunteer from those present.
    5. The PPG will meet every six to eight weeks, or at other times when required. Invitations, agendas and Minutes will be sent via email. Approved minutes will be published on the Surgery’s Website.
    6. PPG members who are unable to attend the meeting in person may still contribute to discussions by forwarding their comments and questions to the PPG Chair beforehand.
    7. All decisions by the PPG are deemed to be taken by all members, acting collectively and as a team. Decisions need not be unanimous; a majority decision is sufficient but the PPG is encouraged to seek consensus wherever possible.
    8. No decision shall be taken at a meeting unless a quorum is present at the time when the decision is taken. The quorum is three members, or the number nearest to one third of the total number of members, whichever is greater, or such larger number as the members may decide where appropriate.
    9. Where urgent action is required, decision making can be deferred to the Chair or committee where it is not practical or possible to hold a full meeting.
    10. In the event of a split decision, the Chair will hold the casting vote.
11. ***Conduct of PPG Members***
    1. Members will respect patient/doctor confidentiality, and act with integrity at all times, therefore personal issues will not be discussed.
    2. Members will not use PPG meetings for individual complaints and should strictly adhere to the correct complaints, suggestions or compliments process.
    3. Members will listen to and respect the views of all other members.
    4. No discrimination will be tolerated.
12. ***PPG Confidentiality and Communications***
    1. The PPG has a dedicated email address ([«published](mailto:listerhouseppg@gmail.com) PPG contact email address»), access to which is limited to members of the Committee.
    2. Some findings of the PPG may be confidential, and therefore will not be published until the Surgery has had time to consider their sensitivity or to redact them.
    3. The PPG has no executive function and should manage its activities so as to have limited call on Surgery resources and finance.
    4. The PPG will communicate with patients, informing them of the work of the Surgery and activities of the PPG by:
       1. Issuing an annual report.
       2. Displays on Surgery notice boards.
       3. Publishing minutes on the Surgery website.
    5. The same channels will be used to seek and encourage patients to engage with the PPG by informing the members of their experiences and by joining the PPG activities.
13. ***Responsibilities of PPG Members***
    1. Attend PPG meetings or send apologies to the Chair in advance of the meeting.
    2. Read the agenda and any papers circulated before the PPG meeting.
    3. Be aware of the Terms of Reference and respect the codes of conduct and confidentiality during PPG meetings
    4. Approach the role with objectivity, tact and diplomacy in a manner that is mindful of the priorities and concerns of all patients.
14. ***Surgery Responsibilities***
    1. The Surgery will appoint a staff member as the *PPG Lead*.
    2. The *PPG Lead* will ensure members are given an appropriate induction.
    3. The *PPG Lead* will be available to meet with the committee to address any concerns or questions, and for meeting planning purposes.
    4. The *PPG Lead* will provide paperwork for meetings at least one week before each PPG meeting.
    5. The *PPG Lead* will seek relevant training opportunities and support the development of the PPG and its members.
    6. The *PPG Lead* will organise the location of meetings.
15. ***Annual Review Meeting***

The PPG will use one scheduled meeting per calendar year to host an annual review meeting which will include:

* 1. Committee Elections (where current terms are reaching their end)
  2. Review of Terms of Reference (where TOR review is due or required)
  3. The production of the PPG annual report
  4. Review of PPG finance accounts (where required)

1. ***Review of Terms of Reference***

The terms of reference will be reviewed biannually during the annual review meeting, or when required.

The Terms of Reference were last reviewed on: «enter date»

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| Role | Name | Term start | Term end | Contact |
| Chair |  |  |  |  |
| Vice-Chair |  |  |  |  |
| Secretary |  |  |  |  |
| Treasurer |  |  |  |  |
| PPG Lead |  |  |  |  |