

Patient Participation Group Terms of Reference for Practices in the Hanham Health Group

Patient Participation Group (PPG) Background and Context

The GP contract requires GP practices to establish and maintain a PPG and make reasonable efforts during each financial year to review its membership to ensure that it is representative of the registered patients in the practice. The PPG is a forum to:

- Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services;
- Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services;
- Contribute to decision making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice;
- Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint;
- Communicate information to the patient community which may promote or assist with health and social care;
- Explore overarching ideas and issues identified in patient surveys;
- Act as a forum for the Practice Manager to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters considered;
- Act as a forum for ideas on health promotion, self-care and support activities within the practice to promote healthy lifestyle choices;
- Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

The practice should maintain a PPG area in the waiting room of the surgery and on its website with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG may, where possible, meet, greet and engage with patients in the waiting area.

Title of the PPG Group

The Group is called **Almondsbury Patient Participation Group**.

Aims of Almondsbury PPG

The PPG aims are to:

- Facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- Work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- Build two-way communication and co-operation between the practice and patients, other individuals, Healthwatch and other organisations in healthcare, and the wider community to the mutual benefit of all.
- Act as a representative group to support the practice and influence local provision of health and social care by, for example, undertaking agreed projects or pieces of work (e.g., leaflet design or website useability testing) or by providing lay support at vaccination clinics or patient education events.

PPG Structure and Membership

- Membership of the PPG is open to registered patients and their carers and will, as far as possible, be widely representative, inclusive of different genders, ethnicities, ages and abilities and reflect the patient profile, as required in the GP contract.
- The representative from the practice team will be the Practice Manager.
- The PPG will hold regular meetings.
- The PPG will extend an open invitation to a designated GP and to other practice staff to attend its meetings as agreed with the Practice Manager.
- The PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

PPG Code of Conduct

- The PPG will be non-political and non-sectarian and will always respect diversity and exemplify its commitment to the principles contained within the Equality Act.
- The PPG meeting is not a forum for individual complaints and personal issues. Instead, these should be raised directly with the practice.
- All attendees are expected to respect rules of confidentiality and not discuss personal or sensitive information outside of a meeting.

Management of the PPG

- The PPG shall meet face to face at least 4 times a year and the meeting dates will be set in advance.
- The PPG may also hold joint meetings with other PPGs in the Hanham Health Group and/or the respective Primary Care Network (PCN).
- Where practicable, arrangements may be made for those members wishing to participate in meetings remotely (e.g., via Zoom or Teams).
- A patient member will chair the group. The group will appoint a Chair, Vice Chair and Secretary annually via e-mail and/or on-line voting
- All members of the group will be contacted in advance of the meeting and invited to raise items for the agenda. Apologies for absence should be sent to the Secretary or Chair prior to the meeting.
- The Practice Manager and the Chair will agree the agenda. The chair will organise the agenda and papers. The practice will print papers required for the meeting.
- In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair for that meeting from among the attendees.
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- The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- Decisions shall be reached normally by consensus among those present.
- The Secretary shall produce minutes of meetings to be sent to attending members by email and considered and approved at the following meeting of the PPG. Following approval, a hard copy of the minutes will be displayed in the practice and be available on any PPG section of the practice website.

These Terms of Reference were adopted by [Almondsbury PPG](#) at the meeting held at Almondsbury Surgery on [23 October 2023](#) and may be reviewed from time to time according to emerging needs.

(PPG representative) Signed:

Nina Tilton

Date: *23 October 2023*

(GP Practice representative) Signed:

Paula Miles

Date: *23 October 2023*