

STONE CROSS PRACTICE PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

AIM

The key aim of the group is to bring together patients, doctors and members of the practice team, to work in partnership to promote the wellbeing of patients, and support the practice to provide a high quality of care and service delivery.

MEMBERSHIP

Any patient registered at the practice shall have the opportunity to become a PPG member. The PPG will be made up of no fewer than 8 and no more than 14 registered patients. Diversity should be considered, and whenever possible a good cross section of patients should make up the PPG.

Members may serve for a period of up to 3 years and then must stand down for a period of one year. They shall be entitled to return after one year if a space is available. The Practice Manager and Chairman may waive this ruling to extend membership for one year, and review this on an annual basis.

STRUCTURE AND LEAD

Appointment of Chair, Secretary and Treasurer will be made annually by the PPG at the first meeting following the AGM. The minimum officers in place should be Chair and Secretary with Treasurer being appointed as needed ie. for fund raising.

In the event of the Chair being absent, another PPG member will be asked to Chair the meetings.

MEETINGS

Frequency of meetings : PPG will normally expect to meet at least 4 times per year with the option of additional extraordinary meetings to address specific issues.

Annual General meeting : PPG will have an annual general meeting each year. All registered patients should be given the opportunity to attend. A Chair and Secretary will be elected after the AGM.

Quorum : Quorum for the PPG will be 5. This must include the Chair, Secretary and 3 others. If minimum attendance is not met the meeting will be re-scheduled. There should be a minimum of one practice representative.

Practice attendance : The Practice Manager/GP or representative will be invited to attend all PPG meetings. For freedom of discussion, PPG may wish to hold sections of the meetings without them present, but will inform them of the business afterwards.

Other Attendees : Outside speakers can be invited to meeting to present/discuss relevant topics at the discretion of PPG members.

Notice of meetings/Agenda : All PPG members will be contacted in advance and be given the opportunity to raise items for the agenda. The agenda will be forwarded to the Practice Manager prior to it being sent out at least 7 days prior to the meeting. Agenda will be posted in all surgeries.

Minutes : Minutes will be taken by the Secretary and forwarded to the Practice Manager prior to circulation to all PPG members in draft form (no later than 4 weeks following the meeting) The minutes will be approved at the next meeting and be made available to all registered patients.

MEMBERS CONDUCT

Apologies should be given to either the Chair or the practice.

Members are required to declare an interest that may conflict with their role in the group. If any member is unclear about conflicting interest, they should declare and seek further guidance.

Confidentiality must be respected by all members at all times. The Chair or Practice Manager should advise accordingly.

It is important that members treat each other with respect at all times, even if they do not agree with things that are being said. Challenge politely. If a member does not behave appropriately they shall be asked to leave the meeting.

The Chair should ensure that the meeting stays with the agenda, and that members speak one at a time.

Members should only address general topics. Meeting is not for discussion of members personal issues.

It would be appreciated if members could commit to attending 50% of meetings as a minimum expectation. If a good and valid reason is not given for non attendance, the PPG shall have the right to remove the member from the PPG.

All group members must be willing to undertake work if asked by the PPG eg.conducting surveys.

All group members are entitled to request an item for the agenda.

All group members should read all the information that is given to them before the meeting and prepare any questions/issues they wish to raise.

It would be beneficial for members to make the Chair aware of “any other business” items that are not on the agenda.

If a member is no longer able to commit to the PPG, they must inform the practice.

