

# **Glenlyn and Giggs Hill Medical Centre**

## **Patient Participation Group (PPG)**

### **Terms of Reference and Constitution**

#### **Objectives**

To work with the practice to offer a patient perspective on the services that are provided, to improve communication, to encourage patients to take more responsibility for their health and to provide practical support.

The group is committed to giving opportunities for everyone, to become involved irrespective of age, ethnic origin, gender, marital status or religion. The Group will be non-party in politics and non-sectarian in religion and shall be formed using best principles of equality and diversity. The Group and Practice will endeavour to ensure that the constituent elements of the Group are representative of the practice patient demographic, with a range of patient interests represented.

#### **Purpose**

- To seek feedback from patients on service development and provision to inform and influence practice decision making, ensuring services are responsive and continuously improve.
- Be a 'critical friend' to the practice by providing feedback on patients' needs, concerns and interests and challenging the practice constructively whenever necessary.
- Support the practice to communicate with the patient population.
- Assist the practice and its patients by providing information about local groups and support services.
- Communicate information about the community which may affect healthcare.
- Support the practice in helping patients to become more informed about their health care options.
- Promote good health and higher levels of health literacy amongst patients by encouraging and supporting activities within the practice, promoting self care and providing information about health and wellbeing issues.
- Support locality Clinical Commissioning Groups (CCGs) to gain feedback on healthcare and social care services to inform local commissioning decisions and planning.
- Support Local Area Teams of the NHS Commissioning Board to gain feedback on the provision of and priorities for primary medical care services.
- Build relationships with other PPGs and user-led groups in the area. e.g Local Healthwatch, community and user-led groups.
- Give feedback to and get involved in local and national consultations.

## **Ground Rules**

Meetings are not a forum for individual complaints and single issues.  
We advocate open and honest communication and challenge between individuals.  
We will be flexible, listen, ask for help and support each other.  
We will demonstrate a commitment to delivering results, as a group.  
Silence indicates agreement – speak up, but always go through the chair.  
All views are valid and will be listened to.  
No phones or other disruptions.  
We will start and finish on time and stick to the agenda.

## **Membership**

Membership of the PPG is open to any patients registered with the Practice and it is important to the development of the practice that the PPG is as representative as possible of the whole patient population. The PPG will include the 2 GP partners, the General Manager and 2 senior members of the administrative team. Community representatives and other health care and other professionals may attend by invitation. The Practice and the Group may approach individual patients for potential membership

The group shall have the power to affiliate to the National Association of Patient Participation Group and other organisations with similar objectives

Members will work in partnership with the appropriate health professionals and other designated members of staff in reaching decisions about policy.

## **Annual General Meeting**

Once a year, in the month of May an Annual General Meeting shall be held at which any patient of the Practice shall be entitled to attend. The date of this meeting shall be advertised in the Practice and via the Practice website and patient forum not less than 14 days prior to the meeting. The meeting shall be for the purpose of receiving the annual report from the Committee and the audited statement of accounts (where applicable); of appointing Committee members; of making recommendations to the Committee and when necessary voting on proposals to amend the constitution.

## **Special General Meeting**

A special General Meeting shall be held if not less than one third of the voting members of the current Committee request it in writing, stating the reasons, to the Chairperson or Secretary. The date of the meeting shall be advertised in the Practice and via the website/ patient forum for at least 14 days in advance and must be held within 21 days of receipt of a written request.

## **The Committee**

The Annual General Meeting (AGM) shall elect 5 members who must be patients of the Practice to act as the representative Committee. Any patient can nominate themselves. At its first meeting after the AGM in each year and when ever later required, the Committee shall appoint officers consisting of a Chairperson, Deputy Chairperson, Secretary and Treasurer (if required)

The Practice may also nominate a senior member of the practice administrative staff as practice secretary to the PPG.

Should the PPG become involved in fundraising a Treasurer will be elected by the lay membership who will hold office for 12 months. All members of the group, may be eligible to represent the group, at other groups, but should act within the bounds of a confidentiality statement.

All members of the Committee shall retire annually but shall be eligible to be elected or co-opted again. Membership of the Committee shall be terminated immediately in the case of any person who ceases to be a patient of the Practice.

The Committee shall have the power to co-opt members from time to time provided that the total number of co-opted members does not exceed one half of the total of elected members. The Committee shall be empowered to manage the affairs of the group and to take action on its behalf to achieve the aims of the group.

From time to time, the PPG may also set up working groups to focus on particular tasks or issues that affect patients. Membership of such working groups is open to any PPG members with a relevant interest, and they may co-opt community representatives and/or appropriate professionals to assist them where appropriate.

## **Roles of the Officers**

**Chairperson:** To chair meetings and manage the affairs of the group

**Secretary PPG:** Mange website, distribute the agenda, and coordinate meetings

**Practice Secretary/Representative:** To take minutes, papers organise, liaise.

**Treasurer (when applicable):** To manage the finances of the group

## **Quorum**

Any three members shall form a quorum at meetings of the Committee

## **Minutes**

Minutes shall be kept and produced within two weeks of each meeting by the Practice Secretary with a record of all proceedings and resolutions. Minutes will be made available on the PPG Website via the Practice website.

## **Frequency of Meetings**

The PPG will meet at least four times a year with additional meetings as required and the PPG Secretary will circulate an agenda two weeks in advance of each meeting. This enables all PPG members to raise any issues and pass on their comments and ideas to the Chairperson and Secretary for consideration at the meeting whether or not they are able to attend.

## **Alterations to the Constitution**

Any proposal to alter this constitution must be delivered in writing to the Secretary not less than 14 days before the date of the meeting at which it is to be first considered and shall be advertised together with the date of the meeting

An alteration will require the approval of two thirds majority of Committee members or a simple majority of those voting at the AGM

The terms of reference and constitution were adopted as those of the Glenlyn & Giggs Hill PPG on 23<sup>rd</sup> May 2017.