

## **PATIENT PARTICIPATION GROUP**

### **Terms of Reference**

#### **Aims of the Patient Participation Group (PPG)**

To facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.

To 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.

To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

To act as a representative group to support the practice and influence local provision of health and social care.

#### **PPG Structure and Membership**

Membership of the PPG shall be open to all registered patients. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

The PPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.

The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

#### **PPG and PPG Committee**

The Newhall Surgery PRG have elected to have informal but structured gatherings with the Agenda input from the members and the Practice. The Practice Manager will take overall control of the meetings, agenda and dissemination of information.

The PPG shall hold quarterly meetings to maintain an active PPG. The PPG/Practice Manager may extend an open invitation to practice staff or community groups to attend its meetings as agreed with the Practice Manager.

Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Practice Manager may exercise a casting vote in addition to her deliberative vote.

The Secretary (provided by Newhall Surgery) shall produce minutes of meetings to be considered and approved. Once approved they will be sent to all members, displayed in the practice and shared on the Practice Website and internal communications portal.

### **Confidentiality and Code of Conduct**

All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in the practice or consulting with other patients or members of the public should sign and return a copy of the practice's Confidentiality agreement before undertaking any such activity. All PPG members must abide by the Code of Conduct.

It has been agreed by all committee members that they are happy for their e-mail addresses to be made available for other members to see. This information will be removed when sharing on the Practice website or in other areas available to the general public.

### **Activities of the PPG**

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.

Communicate information which may promote or assist with health or social care to the designated person within Newhall Surgery.

Maintain a PPG area in the waiting room in conjunction with a designated person from Newhall Surgery with up-to-date information on current activities and opportunities for patients to comment (eg via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.

Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

### **Signed agreement**

To ensure a jointly agreed approach by the practice and PPG members, this section should be signed by both parties.

These Terms of Reference were adopted by Newhall Surgery PPG at the meeting held at Newhall Surgery on 7 October 2022 and may be reviewed according to emerging needs.

Signed by current committee members:

Practice Manager:

### **PPG Code of Conduct**

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act. All Members of the PPG (including the Virtual PPG) make this commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C. To be open and flexible and to listen and support each other.
- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
  - 1. Reading papers in advance
  - 2. Arriving on time
  - 3. Switching mobile phones to silent
  - 4. Allowing others to speak and be heard/respected

### **Equality Act 2010**

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The “protected characteristics” under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender
- Sexual orientation <https://www.gov.uk/guidance/equality-act-2010-guidance>