

## Wincanton Patient Participation Group Terms Of Reference

### The role of the PPG

#### **1. Being a critical friend to the practice:**

- 1.1 The PPG should be collaborative but independent in its views from the Practice
- 1.2 The PPG should provide constructive criticism for the benefit of the patients
- 1.3 The PPG should communicate its views via the meeting minutes with clear action points and objectives

**2. Advising the practice** on the patient perspective and providing insight into the responsiveness and quality of services; Subjective views generally held by the patients should be communicated via the PPG after considered discussion

#### **3. Carrying out research** into the views of those who use the Practice;

- 3.1 Questionnaires provided in the Surgery to encourage feedback
- 3.2 Regular communication with the patient population.

#### **4. Organising** health promotion events and improving health literacy;

#### **5. Agreed Objectives**

- 5.1 The PPG should aim to have long and short term objectives to improve the Practice for the benefit of the Patients, set quarterly with targeted timescales
- 5.2 To act as a representative group to support the Practice and influence local provision of health and social care in the community
- 5.3 To raise funds to assist in the purchase of equipment and services for the benefit of the Patients

### PPG organisation & membership

**6. Any registered patient of the practice and any carer of registered patients** is eligible for membership of the PPG

- 6.1 The PPG will hold a list of members
- 6.2 The face-to-face membership list should not exceed 15
- 6.3 A waiting list of potential members should be kept
- 6.4 Appropriate advertising of any vacancy should take place
- 6.5 Any Patient member missing 3 consecutive meetings without having sent prior apologies for absence will be deemed to have resigned from the PPG
- 6.6 Members should show integrity, continuity and confidentiality
- 6.7 Members should not use membership of the PPG for their own self interest

**7. The PPG should have a democratically elected** Chairman, Vice Chairman, Secretary and Treasurer

- 7.1 Elections should be held at least every 24 months
- 7.2 Elections should be held as soon as practical after any vacancy occurs
- 7.3 The AGM will be open to all registered Patients and Carers
- 7.4 The AGM date, venue, and time will be published at least one month in advance by means of a notice to existing members by email and on the Practice notice board and Surgery website

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### **8. Each PPG member shall have one vote** in any election

**8.1** In the event of a hung vote the Chairman will have the casting vote, in addition to his/her individual vote

**8.2** Any member can ask for a vote to be held on any subject under discussion at any meeting and such vote will be taken immediately

### **9. The PPG should have in attendance** at any meeting

**9.1** The Chairman or Vice Chairman

**9.2** The Practice Manager or immediate deputy

**9.3** A further representative of the Practice's staff

**9.4** A Minutes Secretary

**9.5** A representative of the Practice responsible for any action point(s) outstanding in the PPG minutes

**9.6** At least 3 and no more than 12 Patient representatives

**9.7** The PPG shall meet (face to face) at least 6 times a year

### **10. PPG meetings should be minuted** with a note of those responsible for any actions agreed

**10.1** PPG minutes should be published within 14 days of the meeting

**10.2** Any objections or amendments to the minutes should be notified to the Minutes secretary and Chairman within a further 7 days

**10.3** once minutes are approved in the following meeting they are then to be published online.

### **11. Finance**

**11.1** All monies should be administered by the Treasurer

**11.2** The PPG will hold monies in a Bank account with 2 signatories

**11.3** No money should be spent without the approval of the PPG meeting, except funds up to £50 which can be authorised by the joint agreement of the Chairman (or Vice Chairman), Secretary and Treasurer

### **12 Format of Meetings**

**12.1** Practice Reports

**12.2** Chairman's and Members' Reports

**12.2.1** Apologies for absence

**12.2.2** Matters arising from the Minutes

**12.2.3** Chairman's & Members' updates

**12.3** Finance Report

**12.4** Other Agenda Items

**12.5** Any other business

**12.6** Date of next meeting(s)