



## **PATIENT PARTICIPATION GROUP (PPG)**

### **TERMS OF REFERENCE AND GROUND RULES**

#### **AIM OF THE GROUP**

The aim of the Group is to represent the patients of Castle Place (CP) practice and work in partnership with GPs and other practice staff to improve services to patients.

#### **MEMBERSHIP**

- Any patient over the age of 16 who is registered with CP practice can be a member of the PPG.
- The group will aim to reflect the demographic of the practice and every effort will be made to ensure equality of access and diverse representation.
- The PPG will elect a Chair annually, to run meetings and guide the work of the group. The election will be by a simple majority vote of members present. In the absence of the Chair at a meeting, members will elect an acting Chair.
- The group will include at least one member of staff from CP practice, usually the Practice Manager. Other staff members will be invited to attend, as required.
- Guest speakers may be invited to present information of interest to the group from time to time.
- Membership of the PPG is voluntary and no payments or expenses are payable.

#### **OBJECTIVES**

In partnership with CP practice, the PPG will:

- Act as an advisory group and a 'critical friend' providing perspectives and concerns from patients that can influence how services are delivered across CP.
- Communicate areas of concern with a view to influencing positive change.
- Act as a consultative group and 'sounding board' for any major changes.
- Encourage and support the role of the practice in involving patients in their own care.
- Receive a regular report on (anonymised) complaints and comments received about the practice.



- Review the results of patient surveys, suggest appropriate changes and ensure that the results of the surveys influence decisions affecting services.
- Consider best practice from other sources which can enhance the experience and services delivered to CP patients.
- Nominate members to represent the PPG at local/regional PPG groups.
- Produce a PPG Annual Plan and monitor progress.
- Review the PPG Terms of Reference to ensure they remain relevant.

## **MEETINGS**

- The PPG will meet at least 4 times a year and the meeting dates will be set in advance.
- Members will send apologies in advance if they are unable to attend.
- The Chair is responsible for ensuring that an agenda is prepared and circulated at least a week before a meeting and that minutes of the meeting are prepared and circulated within 14 days of the meeting.
- A quorum will exist at meetings where there are 5 or more patient members present plus at least one member of practice staff.
- Members will 'declare an interest' if the PPG discusses a matter which could create a conflict of interest.
- Members will agree to treat identified matters as confidential, when advised.

## **DISSOLUTION**

- If the PPG considers it appropriate to dissolve the group, the practice will be notified of the proposal in writing with reasons for the dissolution.
- Notice will be given at least one month before the proposed final meeting of the PPG and the reasons for the dissolution or other action taken, recorded in the minutes, and published.



## GROUND RULES

All members of the PPG should be aware of and abide by the Group's ground rules to enable meetings to be as relevant, inclusive, and productive as possible:

- All views are valid and will be listened to.
- The PPG is not a forum for individual complaints and personal issues which should be discussed directly with CP practice.
- Silence indicates agreement - speak up if you would like your ideas/suggestions to be part of the discussion.
- Open and honest communication applies to everyone.
- Allow others the opportunity to voice their opinions, avoid talking over people or having simultaneous conversations during the meeting.
- Be flexible, listen, ask for help, and support each other.
- Discrimination on any grounds will not be tolerated.
- Respect CP practice and patient confidentiality at all times.
- Demonstrate a commitment to playing as full a part as you are able in the group and a commitment to delivering results as a group.
- Disruptive or recurrent displays of unacceptable behaviour will lead to the termination of membership.
- Mobile 'phones must be in silent mode during meetings.
- Any member not attending three consecutive meetings (without good reason) will be deemed to have resigned from the group.
- Start and finish meetings on time and stick to the agendas.

Reviewed and amended – November 2023

Review Date: February 2025