



CORNERWAYS
Medical Centre

Cornerways Medical Centre

Patient Participation Group (PPG)

Terms of Reference

November 2020

Version Control

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1. Title of the Group

1.1 The Group shall be called Cornerways Medical Centre Patient Participation Group (PPG).

2. Purpose of the PPG

2.1 The PPG will:

- a) aim to promote co-operation and strengthen communication between the practice, patients and the wider community for the benefit of all;
- b) gives practice staff and patients a forum to discuss topics of mutual interest in their own practice;
- c) Provide a forum for patients and staff to improve and develop services within the practice;
- d) provide a forum for patients to make positive and constructive suggestions/ideas about the practice and specific medical conditions as an 'expert' or 'experienced patient';
- e) encourage & promote health education activities within the practice;
- f) Involve further patients from the wider practice population;
- g) Involve patient participation in future commissioning of health provision.

3. Membership of the Group

3.1 Membership of the Group shall be free and open to all registered patients of the practice aged 16 and over. Removal of a patient from the practice list will mean that he/she will cease to be a member of the PPG.

3.2 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.

3.3 The Group will agree a chairperson, a deputy chairperson and other officers deemed necessary, and co-opt members as needed to any sub-Groups it may set up.

3.4 The chairperson role will be for one year and will either be a patient or practice representative. After 1 year, the group will then vote in a new Chair. If no other PPG members wish to be nominated as Chairperson, the existing Chair may stand again if willing and be formally voted back into position.

3.5 The group will also agree a deputy chairperson. The deputy chair will be a patient representative and is not limited to remain in position for any amount of time. If the deputy chair exits the group, a new one will be assigned as soon as possible.

4. PPG Practice Staff Attendance

- 4.1 The Practice will be represented on the group, providing support and ensuring decisions are made and implemented.
- 4.2 At meetings of the Group, four members will constitute a quorum and, if necessary, the chair to have a second and casting vote.
- 4.3 The Chair will take speakers in the order in which they signal that they wish to speak.
- 4.4 The Group will welcome all suggestions from any member of the Group.

5. Meetings

- 5.1 The PPG Group will meet bi-monthly, all actions to go through the Chair and Practice.
- 5.2 The PPG will start and finish of an evening time between the hours of 5:30pm – 7:30pm. The time will be agreed at each PPG meeting and members should adhere to the agenda.
- 5.3 Report of meetings and minutes shall be posted on the practice website & sent to PPG members.
- 5.4 The PPG advocate open and honest communication and challenge between individuals.
- 5.5 All members are equally important and all views and opinions will be both heard and respected.
- 5.6 Any form of discrimination will not be tolerated.
- 5.7 The Group is not a forum for individual complaints or individual medical issues.
- 5.8 Members should speak up whenever they desire, but always go through the Chair.
- 5.9 The use of mobile phones during the meeting is not accepted.
- 5.10 The PPG will demonstrate a commitment to delivering results as a group by using and reviewing an action plan at each meeting.
- 5.11 The Group will review, evaluate and report on its effectiveness at least once per annum to practice staff and this will be uploaded on the practice website and available in paper format at the practice to encourage further membership of patients.
- 5.12 The PPG will be flexible, listen, ask for help and support each other.

6. Group Objectives

- 6.1 To promote a patient led culture.
- 6.2 The Group will represent the patient voice, as appropriate beyond the practice, working towards a membership representative of the patient population.

- 6.3 The Group will contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction.
- 6.4 The Group will encourage & promote health education activities within the practice and the community.
- 6.5 The Group will support/ facilitate the maintenance of good relations and communication between the practice, the local community and other relevant bodies on behalf of patients.
- 6.6 The Group will explore suggestions and ideas identified by members of the Group and patients, and report any valid findings to the practice.
- 6.7 The Group will provide patient feedback to the practice on current procedures and any proposed new developments.
- 6.8 The Group will be kept informed of practice policies and may express opinions on those policies on behalf of members of the Group and patients.
- 6.9 The Group will organise/arrange meetings and events at regular intervals throughout the year, including where agreed the setting up and facilitating special interest discussions, e.g. diabetes, mental health awareness.
- 6.10 The Group will meet at least six times a year.
- 6.11 All members with voting rights must be patients of the practice.

7. Virtual PPG

- 7.1 All patients of the practice will be invited to join the PPG but as virtual members.
- 7.2 A virtual PPG member will be a patient who, for whatever reason, is unable to attend PPG meetings but wish to engage with the practice, be consulted and share their views and opinions.
- 7.3 Virtual PPG members will be acknowledged as a member of the Practice PPG.
- 7.4 Virtual PPG Members will be consulted through electronic and digital means, for example email networks and social media. This will allow the PPG to reach out and engage a wider diverse population including those from minority communities and those that are seldom heard.
- 7.5 The PPG will provide feedback from the virtual PPG members as an agenda item and ensure appropriate actions as required.
- 7.6 The option to join the PPG as a virtual member will be given to the patients through the practice website, newsletter, and Information boards through electronic and digital means (e.g. email, SMS and social media).

8. Confidentiality

- 8.1 All members of the PPG (including the Face-to-Face and Virtual Groups) 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.

9. Code of Conduct

- 9.1 All PPG members must abide by the Code of Conduct shown at Appendix 1.

10. Alteration to these terms of reference

- 10.1 The Terms of reference will be reviewed on an annual basis.
- 10.2 Amendments to the terms of reference can be made with two thirds majority vote at a general meeting of the members, by a two thirds majority of those present.

Appendix 1 – 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 attend either in person or virtually to group meetings.
- B. To respect practice and patient confidentiality at all times.
- C. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- D. To be open and flexible and to listen and support each other.
- E. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- F. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- G. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- H. 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

Appendix 2 - Equality

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/equality-act-2010-guidance>

Appendix 3 - 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 Cornerways Medical Centre PPG at the meeting held at **Cornerways Medical Centre on 16th September 2019** and may be reviewed according to emerging needs.

PPG Chair

Name:

Signed:

Date:

Practice Representative

Name:

Signed:

Date: