

Halesowen Medical Practice PATIENT PARTICIPATION GROUP TERMS OF REFERENCE

Name

The group shall be called the Halesowen Medical Practice PPG.

Aim

To act as a 'critical friend' to the Practice to improve its provision of healthcare and to strengthen the relationship between patients and the Practice, by communicating Practice decision-making to patients and giving constructive criticism to the Practice from the patient viewpoint.

Objectives

- Provide a range of ways for patients to share their views about services and the Practice environment
- Use information gathered from patients to discuss general or specific issues and to recommend / contribute to the implementation of improvements within the Practice.
- Represent the 'patient voice' within and beyond the Practice.
- Encourage communication of positive public health messages.
- Promote health and wellbeing in the community and consolidate links between the Practice and local groups, organisations and services.
- Link with other practice PPGs, relevant locality forums and the Black Country Integrated Care Board (ICB)
- Represent the PPG at CQC inspections at the Practice.

Membership

- Membership is restricted to patients registered with Halesowen Medical Practice (or their nominated representative)
- The PPG shall aim to reflect a cross-section of the patient population without discrimination.
- The Group will elect a Chairperson and a Deputy. These persons will serve for a 12-month period after which re-election will take place (see Appendix - **Roles of Chairperson and Deputy**).
- The PPG will appoint a Secretary, either from the PPG members or staff member from the Practice, who will be responsible for taking meeting notes and circulating agendas and other appropriate paperwork.

Meetings

- Meetings will usually take place at the Practice by arrangement every quarter.
- The date and time of meetings will be mutually agreed by the Chairperson and the Practice and communicated to all PPG members.
- An agenda will be circulated to all members and guests 1 week before the meeting, inviting additional agenda submissions no later than 48 hours before the meeting.
- The Practice Manager and a GP Partner will attend the PPG meetings by invitation. The agenda will include a standing item 'Practice Update'.

- Agendas and minutes will be public documents and will be openly shared and uploaded to the Practice website.

Rules for Membership and Meetings

Members will:

- Provide apologies / confirm attendance for all meetings.
- Not use the meetings as a forum for individual complaints and single issues.
- Be committed to open, respectful and constructive discussion and courteous exchanges between themselves at all times.
- Declare to the Chairperson any personal or professional interests which may compromise their impartiality as a member of the PPG. The Chairperson should declare any such interest to the group as a whole.
- Not discuss any confidential information outside of meetings.
- Wherever possible communicate via email.

Subgroups

The group may establish subgroups at any time to deal with specific issues or activities.

Review

These Terms of Reference will be reviewed by the PPG annually at the AGM.

Date of adoption:

Signed by Chairperson

Print _____

Appendix:

Roles of Chairperson and Deputy

The Chairperson and Deputy will be responsible for:

- Ensuring regular, effective communication between the PPG and the Practice.
- Acting as designated spokesperson for the PPG where appropriate.
- Planning and managing meetings in partnership with the Secretary and the Practice.
- Linking the PPG with the wider network of PPGs, relevant locality forums and the NHS Black Country Integrated Care Board (ICB)
- Having the casting vote(s) in the event of any unresolved decision-making process.