

Hall Green Health

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

1. Title of the Group

The Group shall be called Hall Green Health PATIENT PARTICIPATION GROUP

2. Purpose of the Group

The purpose of the Group is to give a voice to patients of Hall Green Health and to promote co-operation between the Practice and Patients to the mutual benefit of both.

3. Membership of the Group

Membership of the Group shall be open and free to all registered Patients and staff of the practice.

A “virtual” group shall be launched who can be contacted for exchange of views and information via email.

A chair and vice chair shall be appointed on a regular basis to be decided by the group.

The Chair shall be in post for a period of 2 years.

4. Activities of the Group

The Group will:

4.1 Contribute to practice decision-making and act as a forum for consultation on service development and provision;

4.2 Provide feedback on patients’ needs, concerns and interests and challenge the practice constructively whenever necessary.

This will include reviewing the Practice’s annual local patient survey in order to inform the Group’s priorities and work programme;

4.3 Communicate information about the wider community which may affect healthcare;

4.4 Give patients a voice in the organisation of their care;

4.5 Actively promote the role of the PPG, involve new patients and encourage new membership and meaningful engagement with other patients

4.6 Receive and review patient and carer feedback including the GP patient survey, outcomes of complaints, reviewing suggestions, other local surveys and the Friends and Family test when available

4.7 The PPG shall agree and assess progress against the Patient Survey Action Plan and ensure it is publicised to the practice population on the practice website, in the practice and by any other reasonable means

4.8 Promote innovative forms of patient participation; ensuring participation is representative, particularly in seldom heard groups who may be under represented and enable accurate feedback from all patient groups to allow a better understanding of patients and carers needs

4.9 Develop an understanding of the practice profile and local healthcare resources

5.0 Meetings of the Group

5.1 Meetings shall be held bi-monthly

Ad hoc meetings will be convened to facilitate ongoing training and development of HGH PPG members

5.2 Working groups will be set up to assist with specific initiatives and the development of proposals where appropriate

5.3 The Group will hold an Annual General Meeting (AGM) in June each year and may hold interim meetings if it considers these to be necessary.

5.4 No less than 2 months' notice shall be given for the AGM, and agendas and supporting paperwork will be made available no less than 4 weeks before the meeting date.

No less than 1 months' notice shall be given for interim meetings for which the agenda and supporting papers will be made available no less than 2 weeks before the meeting date.

5.5 Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on PPG notice boards, in surgery waiting rooms and on the Group's web page and members will be notified by email alerts, and through the post when necessary.

6. Organisation of the Group

6.1 The Group's activities will be organised by a Committee of volunteers and invited members.

6.2 The Committee will be composed of a Chair. Deputy Chair and four to six members, to be agreed at the AGM.

6.3 Administrative assistance will be provided by PPG members.

Committee members will be notified by email alerts and by post when necessary. As a body representing the public, all members will be expected to abide by the Nolan Principles set out at the end of these Terms of Reference.

THE NOLAN PRINCIPLES

The Nolan Principles of Conduct Underpinning Public Life Selflessness

Holders of public office should take decisions solely in terms of the public interest.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership Holders of public office should promote and support these principles by leadership and example.