

**Medway Medical Centre
PATIENT PARTICIPATION GROUP (PPG)**

TERMS OF REFERENCE

Purpose

The purpose of the Patient Participation Group (PPG) is to enable patients of Medway Medical Group to engage with GPs and practice staff to drive innovation and change at its surgeries in Malvern Road, Railside and Upper Canterbury Street, within the Medway area. It is not a personal complaints forum.

Aims

To act as a 'critical friend' to the practice in its provision of healthcare; to strengthen relations between the practice and its patients by ensuring that patients routinely inform its decision making.

Objectives

The group will:

- Support the practice in the design and promotion of new and improved services, from a patient view.
- Engage with other patients (not in the PPG) by various methods, for the purpose of understanding patient feedback and suggestions as to how services may be improved.
- Engage with the practice from a patient view in exploring innovation (including in internet technology) and changes that help improve the quality and efficiency of the practice.
- Represent the patient voice constructively within and beyond the practice.
- Link in to represent patients in the wider healthcare community, including Kent & Medway NHS, The Medway & Swale Health & Care Partnership (HCP), Gillingham South Primary Care Network (PCN) and other local PPGs.

Principles

- Relationships between the practice and the PPG should be equal and respectful.
- All those participating must be truly heard and listened to.
- The PPG is not a forum for personal complaints or grievances.
- Sharing of information shall be transparent, open, and easily understood, with the whole group taking ownership of ideas in contributing to the priorities of the practice.
- The PPG is non-political and non-sectarian and will at all times respect diversity and commitment to the principles contained within the Equality Act.
- Practice staff will engage in PPG meetings
- The PPG will act as a sounding board for practice staff on issues affecting patients.
- The PPG will work transparently in partnership with GPs and the Management Team.
- Proactive participation should be sought from those communities who experience the poorest health inequalities and health outcomes.

Membership

The PPG group will comprise of patients registered with the practice (and/or their carer) with the aim of drawing representation from the diverse communities so that all patients are empowered to have a voice on the group.

Chair and Secretary

The group will elect a Chair and Secretary annually at the final full meeting of each year.

The Chair will ensure and carry out regular and effective communication between the PPG and the practice and will act as the PPG's designated spokesperson.

The Secretary shall administer meetings of the PPG and ensure all papers and information are shared in a timely fashion.

Agendas and papers

An appropriate set of papers will be sent out at least five days before each meeting.

Minutes of meetings

A set of Minutes/notes, to include an Action Log, will be produced and circulated to members within ten days of the meeting taking place or as soon as possible thereafter. The Minutes will be uploaded to the Practice Website in the appropriate section. Members' full names will not be published.

Meetings and attendance

The PPG shall meet every three months unless at some time in the future the members decide otherwise. Meetings will be held usually at Malvern Road which is the most appropriate venue (unless specified otherwise) and shall last up to two hours. The meetings shall be face to face unless circumstances prevail that a virtual meeting would be more appropriate.

For a full PPG meeting to go ahead, a minimum of five PPG members will need to be in attendance. Members must give advance warning if they are not going to be able to attend so that meetings may be cancelled with sufficient notice

The PPG may set up sub-groups, either virtual or face to face, to work with the practice from a patient view on potential new services or changes to be made. All members will be given the opportunity to decide whether or not they wish to be part of a sub-group. The sub-group will report back to the full membership.

Decision Making

For the PPG to agree a decision that affects the work or functioning of the PPG, one-third of the current PPG membership will need to be present. If there are not enough members in attendance to decide, this should roll over to the next meeting where enough members are available. However, in circumstances where time is of the essence, the Chair may ask the full membership for a decision by use of a time-limited email request. In this eventuality the decision will be based on a simple majority of those that respond within the time limit. Any such decision will be recorded at the next full meeting of the PPG.

The Chair's voting rights will be restricted to exercising a casting vote in the event of a draw.

Conflict of Interest

Any actual or potential conflicts of interest must be declared as soon as known.

Confidentiality and sensitive data

No patient identifiable information or named individual complaints will be shared during group discussions.

PPG members must be aware of the need to maintain absolute patient confidentiality. Any member whose role on behalf of the PPG is either at the practice, or consulting with patients or members of the public, should sign and return a copy of the practice's volunteer confidentiality agreement beforehand.

PPG members, at the time of joining the group, will agree in writing to share an email address with other members and relevant practice staff, in order that the group can communicate fully between meetings. Those email addresses not to be shared without permission outside of the group. If a member does not have internet access, then the Secretary should receive their postal address.

Members Behaviour

Members must be respectful at all times to other members and GP staff.

At meetings do not interrupt when a person is speaking and the Chair has the final assessment of the debate.

Revocation of membership

Membership eligibility will be revoked if any member engages in the use of inappropriate comments or displays disrespect towards any named individual, whether a volunteer or professional within the NHS Health sector, whether on social media or in a public forum.

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