

PARCHMORE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Terms of Reference

16 May 2014

Parchmore Medical Centre's Patient Participation Group (PPG) consists of a group of volunteers who have put themselves forward to work with the Practice to enhance service provision to all its patients.

Aims:

- 1.** To strengthen the relationship between the Practice & its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making
- 2.** To act as a channel of communication from the practice to its patients and wider population, and vice versa.
- 3.** To identify services and issues on which the practice should consult with patients; consider any comments resulting from this consultation and support the practice in responding to them.
- 4.** To support the practice in drafting practice materials and communications, such as the Practice newsletter and website and offer feedback on literature for patients.
- 5.** To support the Practice in discharging its commissioning responsibilities as a member of NHS Croydon Clinical Commissioning Group (CCG) which is a membership organisation, by identifying the health needs of the practice population and contributing to and communicating health service changes to patients of the practice to meet their needs within available resources.

Objectives

The Group will:

- 1.** Contribute to practice decision making and act as a forum for consultation on service development and provision
- 2.** Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary. This will include reviewing the Practice's annual patient survey in order to inform the Group's priorities and work programme
- 3.** Communicate information about the wider community which may affect healthcare
- 4.** Contribute to developing a regular Patient Newsletter
- 5.** Give patients a voice in the organisation of their care

6. Promote good health and higher values of health literacy by encouraging and supporting activities within the Practice and promoting preventive medicine, self care and shared decision making and an understanding of long term health conditions.
7. Raise awareness of and access to other support agencies
8. Work with the Practice to improve the take-up of vaccination programmes
9. Work with the Practice to empower patients to make better choices to appropriately access urgent and emergency NHS services and reduce waste of NHS resources e.g. wasted medicines or missed appointments.
10. Encourage communication of public health messages
11. Influence the provision of secondary healthcare and social care locally by feedback of its views to NHS Croydon CCG and the local Healthwatch
12. Give feedback to NHS Commissioning bodies
13. Support the CQC inspection process

Membership and PPG Executive Committee

1. Members of the PPG must be registered patients of Parchmore Medical Centre. The Practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.
2. There will be a campaign to attract volunteer members. Members may choose to join the practice virtual group, for consultation purposes, or become full group members committed to attending group meetings. Virtual group members will be asked to participate in surveys.
3. Whilst membership of the PPG is open to any registered patient, the Group will consist of **up to 20 volunteers**, at least one GP and one representative from the senior management team of the Practice. The PPG Executive Committee will consist of Chair, Vice-Chair, Secretary, Honorary Life Vice-Presidents and 17 volunteers. Also at least one GP and one representative from the senior management team, shall be ex-officio members of the Committee **with no voting power**. From time to time to appoint Honorary Life Vice-Presidents in recognition of outstanding service to the Society.
4. The group may by a **two-thirds vote** of the Members present, accept or reject any applicant and also ask any member/members to leave the Group in cases of significant breach, including any breach of the spirit in which the Patient Participation Group would always like to function.

5. If a member fails to attend two consecutive meetings without submitting any apologies they will also be asked to leave the Group.
6. Other members will be co-opted from time to time as required by the Group in carrying out its business.

Biennial General Meeting

1. The biennial General Meeting of the Group shall be held **every second year** in the month of **October**.
2. A formal notice shall be given by the Secretary to all registered patients entitled to attend at **least 14 days** prior to the meeting. The notice shall be clearly displayed on **Surgery notice boards, email to the Virtual Patient Group (VPG) and the PMC Web-site**.
3. Such notice shall as far as possible include an indication of the business to be transacted at the meeting.
4. The registered patients could **self nominate** to the position on the Executive committee by stating their willingness to take active part in the work of the PPG or **nominated by another patient**.
5. The meeting shall elect the **PPG Executive Committee** members.
6. The Meeting shall approve the biennial report of the Group and workplan.
7. The only the executive committee members she or he who had served on the committee for at least **two years** will be eligible to be nominated for the positions of the Chair, Vice Chair and Secretary.
8. The appointments shall be for a period of **two years**.

Meetings

1. Meetings will take place on the **last Wednesday of every month except August and December**.
2. Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on **PPG notice boards and PMC web-site**, in surgery waiting rooms and on the Group's web page when available
3. The PPG may appoint sub-committees or task forces for any specific purpose, to work with Parchmore Medical Centre.
4. All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting.
5. All members will sign a confidentiality agreement with the practice as part of good information governance
6. The Practice will provide reasonable administrative support to the PPG e.g. in the dissemination of information in keeping with the rules governing confidentiality.

Quorum and Decision-Making

1. At group meetings, a quorum will consist of **5 members**. The PPG will aim wherever possible to reach decisions by consensus.

2. Where it is not possible to reach a consensus the view held by the majority of those present will be the view that is agreed and taken forward by the group.

PPG Meetings and Ground Rules:

1. Membership of the PPG although voluntary is a responsible public position representing all the patients registered with the Practice, and is therefore governed by the seven principles of public life. **(Appendix 1)**
2. Meetings will be administered by the group and will have an appropriately formatted agenda and minutes or meeting notes which reflect a collective view of the discussions rather than a personalised transcript.
3. The use of voice recording devices during meetings is strictly prohibited to maintain personal liberties, negate personal liabilities and to promote frank and honest discussions in the spirit of mutual respect
4. Declaration of interests should be part of every agenda
5. Meetings will start and finish on time and stick to the agenda
6. Meetings of the Group are not forums for individual complaints or single issues
7. Members of the Group should not personally or collectively make unreasonable demands on the time of Practice staff that detract from the organisation of care provided to all the patients registered with the practice or to bypass routine Practice procedures e.g. appointments, repeat prescriptions or NHS Complaints procedures.
8. The Group advocates open and honest communication and challenge between individuals
9. The Group will be flexible, listen, ask for help and support each other
10. The Group will demonstrate a commitment to delivering results as a group
11. All views are valid and will be listened to, but must be put through the Chair
12. The Group will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the Group
13. Group members should observe appropriate confidentiality with the Group's business and communicate outside meetings respectfully observing
 - a. "e-mail etiquette" (Appendix 2) and
 - b. not spam e-mail boxes, twitter or any other networking with excessive or inappropriate communications
14. The PPG will be mindful in not making onerous personal demands on the Practice's management team to detract them from their primary role of running the Practice for the benefit of all patients.

Appendix 1

Seven principles governing PPG members

This embraces the seven principles of public life drawn up by the Nolan Committee and endorsed by parliament. **These are:**

1. **Selflessness** – PPG members should take decisions solely in terms of the patient interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.
2. **Integrity** - PPG members should not place themselves under any financial obligation to outside individuals or organisations that might influence them in the performance of their role.
3. **Objectivity** – PPG members must remain objective in the discussions of the group, in carrying out PPG business and in dealing with external organisations
4. **Accountability** – Members of the PPG are accountable for their decisions and actions to all the patients registered at the Practice and must submit themselves to whatever scrutiny is appropriate to their role.
5. **Openness** - Members of the PPG should be as open and transparent 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 patient interest clearly demands.
6. **Honesty** - Members of the PPG have a duty to declare any private interests relating to their role and take steps to resolve any conflicts arising in a way that protects the patient and public interest.
7. **Leadership** - Members of the PPG should promote and support these principles by leadership and example.

Appendix 2:

What are the e-mail etiquette rules?

Below are the 32 most important email etiquette rules

1. Be concise and to the point
2. Answer all questions, and pre-empt further questions
3. Use proper spelling, grammar & punctuation
4. Make it personal
5. Use templates for frequently used responses
6. Answer swiftly
7. Do not attach unnecessary files
8. Use proper structure & layout
9. Do not overuse the high priority option
10. Do not write in CAPITALS (called “shouting”)
11. Don't leave out the message thread
12. Add disclaimers to your emails
13. Read the email before you send it

- 14.** Do not overuse Reply to All
- 15.** Mailings > use the bcc: field or do a mail merge
- 16.** Take care with abbreviations and emoticons
- 17.** Be careful with formatting and font sizes
- 18.** Take care with rich text and HTML messages
- 19.** Do not forward chain letters
- 20.** Do not request delivery and read receipts
- 21.** Do not ask to recall a message.
- 22.** Do not copy a message or attachment without permission
- 23.** Do not use email to discuss confidential information
- 24.** Use a meaningful subject
- 25.** Use active instead of passive
- 26.** Avoid using URGENT and IMPORTANT
- 27.** Avoid long sentences
- 28.** Don't send or forward emails containing libellous, defamatory, offensive, racist or obscene remarks
- 29.** Don't forward virus hoaxes and chain letters
- 30.** Keep your language gender neutral
- 31.** Don't reply to spam
- 32.** Use cc: field sparingly