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**THORNDIKE MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**(reviewed, revised and agreed Dec 19)**

**Terms of Reference**

The Group shall be called the Thorndike Medical Centre Patient Participation Group.

**1. Aims of the Patient Participation Group (PPG)**

* 1. To facilitate good relations between the GP practice (referred to as the ‘practice’ throughout this document) and patients. In particular:
* To **represent** the needs and concerns of patients to the practice, evidenced by their experiences. To provide feedback on current procedures and to act as a sounding board for proposed changes in health care delivery.
* To support the practice to **communicate** with all patients so patients have a clear understanding of the services available to them, the ways they can access them and their responsibilities as patients.
* To provide health and lifestyle **education** material to support campaigns that will inform all patients of what they can do to take more responsibility for their own health.
* To **engage** with other organisations, groups and individuals involved in providing healthcare services across Medway to the mutual benefit of all.

**2. PPG Structure and Membership**

2.1 Membership of the PPG shall be open to all registered patients or carers of registered patients. Membership should aim to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

2.2 Removal of a patient from the patient list will mean that he/she (or their carer) will cease to be a member of the PPG.

2.3 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.

 ***PPG Committee***

2.4 The Thorndike PPG shall elect ‘Officers’ from among its members. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG.

2.5 The PPG Chair will act as the PPG Data Controller for the purposes of GDPR, with support from the Vice Chair.

2.6 The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.

2.7 The PPG shall normally not exceed fifteen members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

**3.** **Management of the PPG**

3.1 The PPG shall meet on a monthly basis. The practice will be represented each meeting by the Practice Manager or a Deputy who will provide feedback to the Partners. The practice will field a GP or senior clinician for at least half the meetings and a Partner at least twice a year. The group’s Chair may also meet for planning purposes and liaison with the practice staff if required.

3.2 In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.

* 1. Meetings are subject to a quorum of five members of the PPG or 50% of PPG members should there be less than 8 members. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the PPG. The resulting vacancy can be offered to another registered patient.
	2. The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
	3. Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.
	4. The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG and made available to all via email or hard copies displayed in the practice. Where requested by the practice any confidential items under ‘surgery news’ will be removed from the public minutes.

**4. Annual General Meeting**

4.1 The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the surgery waiting room and on the surgery website.

4.2 The posts of Chair, Vice Chair and Secretary will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting by other members.

4.3 Any member of the PPG will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down.. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.

4.4 Any member of the PPG who wishes to nominate him/herself for an ’Officer’ position on the committee or working group, such as Chair, Vice Chair or Secretary or any other official role, should advise the incumbent Chair of their proposed intentions at least two weeks prior to any Annual General Meeting. This should be by submission of a completed Nomination Form endorsed by two existing PPG members.

**5. Confidentiality and DBS**

5.1 All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. All PPG members must sign and return a copy of the practice's Confidentiality agreement. A copy of the Confidentiality document is attached at Appendix 2.

5.2 Any PPG member whose role involves any contact with patients or members of the

 public is required to undertake DBS clearance.

**6. Code of Conduct**

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

**7. Activities of the PPG**

As required in the GP Contract 2018 / 19 the PPG will:

1. Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
2. Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
3. Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
4. Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
5. Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
6. Communicate information which may promote or assist with health or social care.
7. Explore overarching ideas and issues identified in patient surveys.
8. Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
9. Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
10. Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
11. Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

**8. Signed agreement**

*NB: 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 the Thorndike PPG at the meeting held on 7th December 2019, and may be reviewed according to emerging needs.

Signed by: ………………………………………………………………PPG Chair

Dated ……………………

And …………………………………………………………..General Practice representative.

Dated……………………

**Appendix 1**

**Thorndike 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 make this commitment:

1. To respect practice and patient confidentiality at all times.
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
3. To be open and flexible and to listen and support each other.
4. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
5. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
7. Otherwise to abide by principles of good meeting practice, for example:
8. Reading papers in advance
9. Arriving on time
10. Switching mobile phones to silent
11. Allowing others to speak and be heard/respected

**Appendix 2**

## Confidentiality Agreement For Volunteers

## By (voluntarily) working in a GP practice, you will have access to sensitive and confidential information about patients as well as confidential information about the Practice. As you are aware we have a professional and overriding obligation of confidentiality towards our patients. In the circumstances, any breaches of confidentiality whether in respect of patient or Practice information will be dealt with under the disciplinary procedure and treated as potential gross misconduct.

## You shall not use or disclose to any person either during or at any time after your employment with the Practice (The Thorndike Surgery) and Employer (Dr Tanday & Partners) any confidential information about the business or affairs of the Practice and or Employer or any of its patients, staff or partners, or about any other matters which may come to your knowledge in the course of your employment. For the purposes of this clause, confidential information means any information or matter which is not in the public domain (except as a result of your breach of this agreement) and which relates to the affairs of the Practice and or Employer or any of its patients, staff or partners.

## The restriction in the Confidential Information clause does not apply to:

### Prevent you from making a protected disclosure within the meaning of section 43A of the Employment Rights Act 1996; or

### Use or disclosure that has been authorised by the Practice and or Employer, is required by law or by your employment.

Any Practice and or Employer property in your possession and any original or copy documents, data or manuals, obtained by you in the course of your employment, or produced, maintained or stored on the Practice’s and or Employer’s computer systems or other electronic equipment remain the property of the Practice and or Employer and shall be returned to the Practice and or employer at any time on request and in any event prior to the termination of your employment with the Practice and or Employer.

Signed: ………………………………………… Dated……………...…………………………………….

Name …………………………………………………… Position:………………...……………………………...

Address: ………………………………………………..…………………………………………………………….