



Salisbury House Surgery Patient Participation Group Terms of Reference

PURPOSE

The purpose of the Patient Participation Group (hereinafter the 'PPG') is to help in the planning, provision and delivery of local health care services and practice issues by representing a patient's view.

The PPG is designed to be a link between the patients and The Practice with a view to making a useful contribution to the improvement of existing services and help The Practice to develop new services to identify and meet patients' needs (e.g. Telephone answering improvements and early opening hours.)

The PPG will work in close association with The Practice Manager and other Practice Team members.

The PPG will also provide a route for patient-focused input to local NHS-related bodies such as the Bedfordshire Clinical Commissioning Group and the National Association for Patient Participation (NAPP). The PPG will have representation on the Leighton Buzzard patient participation Network Group.

MEMBERSHIP

We aim to have a membership made up of a minimum of six patients but no more than fourteen patients who are all registered at the Surgery and representing a range of ages, experience and interest. Any patient registered at the surgery will be eligible to apply for membership.

Application for membership will be made on the prescribed form (available in hard copy at the Surgery Reception or by emailing shsppg@outlook.com). The application will be passed to the PPG who will invite the potential member to the next available PPG meeting, to help the potential member decide if they want to formally join the PPG. Members ceasing to be registered at the Surgery will automatically cease to be members of the PPG.

All successful applicants can serve for as long as they are able to attend meetings. Minimum attendance 50% of meetings per year.

The PPG may co-opt observers with specific expertise/experience to assist it in areas of specific interest.

A GP representative of The Practice is invited to attend each meeting to update the Group on any Practice issues and subsequent actual or possible impact on the patients.

The members of the PPG will elect members to be Chair, Vice Chair and Secretary. These roles to be elected/confirmed each year.

All members should ideally have an active e mail address in order to have efficient communication between meetings, receive relevant documentation and provide Agenda input etc. However lack of an active e mail does not prohibit membership as systems can be put in place on an individual basis for a member to receive all relevant information via a 'buddy' system.

Any Patient of the Surgery is to be encouraged to raise relevant issues with the PPG by e mailing shsppg@outlook.com, writing into the Surgery for the attention of the PPG or by telephoning the PPG contact number. The Chair will add the relevant issue to the Agenda for the next meeting as an item for discussion.

MEETINGS

Meetings will normally take place every six weeks, currently at 18.00 hours on Monday. A yearly schedule of meetings will be published.

Extra Ordinary meetings may be called by the Chairperson or by three other PPG members via the Secretary. Two weeks' notice must be given and The Practice, through The Practice Manager, must be informed in advance. Only the subject for which the extra ordinary meeting has been called will be discussed.

The quorum for any meeting should be 50% of the members, unless agreed in advance by the Chair, Secretary and Practice Manager, after consultation with the members.

All ex-meeting communication will be conducted by email, including Agenda circulation, Minutes, documents for consideration etc.

GENERAL

The Secretary will prepare the minutes of each meeting and forward them to the members within 14 days of each meeting. Where an action is required by a member this is to be indicated in the minutes.

Any agenda items for forthcoming meetings are to be forwarded to the Chair at least five days before the date of the meeting. The Chair will forward the Agenda for the next meeting to the PPG members by email, aiming to provide three clear days for members to familiarise themselves with the Agenda so as to prepare any necessary response at the meeting.

Membership of the PPG is entirely voluntary and no remuneration or expenses will be paid unless authorised by The Practice.

Views, ideas and recommendations formulated by the PPG whether in writing or verbally and agreed in principle by the majority will be presented to The Practice via The Practice Manager or alternatively directly in a meeting with the doctors and nurses if deemed advisable.

All members of the PPG are expected to agree and conform to any Salisbury House Surgery policy on patient confidentiality.

Salisbury House Surgery Patient Participation Group
January 2015.