

Patient Participation Group Terms of Reference

Name

The group shall be called the Atrium Health Centre PPG.

Aim

To act as a 'critical friend' to the Practice to improve its provision of healthcare and to strengthen the relationship between it & its patients by ensuring that patients are routinely informing its decision making.

Objectives, to:

- Provide a range of ways in which patients may give feedback and their comments about the Practice.
- Inform the group of any changes within the practice and the services which the practice provides.
- Use information gathered from patients to discuss general or specific issues and to recommend / contribute to the implementation of improvements within the Practice.
- Provide information and feedback to the Practice that supports local clinical commissioning decisions.
- Contribute to the Practice website and Facebook and assist in ensuring that information is linked and advertised to registered patients and the public.
- Review patient targeted material and assist with improvements to Practice communications.
- Represent the 'patient voice' within and beyond the Practice.
- Encourage communication of positive public health messages.
- Promote health and wellbeing in the community and consolidate links between the Practice and local groups, organisations and services.
- Link with the wider PPG Network, relevant locality forums and the NHS Dorset Clinical Commissioning Group.

Membership

- Membership is restricted to patients registered with the Atrium Health Centre; their input may vary on the persons interest in voluntary work with the practice.
 - The balance of the group and representation of the Practice patient population.
 - Open, honest and constructive debate of patient issues.
 - The aims and objectives of the PPG and supporting fellow group members; acknowledging the commitment of time and energy required.
- The PPG Group should aim to reflect a cross section of the patient population without discrimination.
- The group is a virtual group and has elected not to appoint a Chairperson and a Deputy at this time. Members are interested in the group being a means of dispersing information, however this can be reviewed at such a time as requested by the group as a whole or a member of the group wishing to take the lead.
- The Practice may provide a Secretary, who will be responsible for the production and distribution of minutes, agendas, information, and other correspondence as agreed with Patient Services Manager or Practice Business Manager.
- Members of the Virtual PPG will also be contacted periodically for feedback regarding both general and specific surgery, patient and health related topics.

Role of the Patient Services Manager

As the group does not have a Chairperson the practice Patient Services Manager will be responsible for;

- Ensuring regular, effective communication between the PPG and the Practice.
- Acting as designated spokesperson for the PPG as and where appropriate.
- Effective planning for, and delivery of, PPG meetings when face-to-face meetings are arranged.
- Linking the PPG with the wider PCN PPG Network, relevant locality forums and the NHS Dorset Clinical Commissioning Group.
- Having the casting vote(s) in the event of any unresolved decision making process.

Face to Face Meetings

- As the main purpose of this group is to be a virtual group, meetings will take place at the Practice by arrangement.
- Frequency of meetings will be agreed by the group.
- Meetings will be limited to a maximum of 90 minutes unless there are exceptional circumstances that require an extended meeting.
- On average 8-15 members and practice staff/speakers is acceptable at a face to face meeting.
- The date and time of meetings will be mutually agreed by the Patient Services Manager and the virtual group.
- The Practice Business Manager or a GP Partner will attend the PPG meetings by invitation.
- The agenda will include a standing item 'Practice Update' which will typically be restricted to 20 minutes. The Practice Business Manager\GP Partner will not be expected to stay for the rest of the meeting but may be invited to do so by the Secretary.

Virtual locality Meeting

- Meetings are held quarterly via zoom in conjunction with the PCN practice PPG representatives, Engagement & Communications Co-ordinator at the CCG and all members are invited to join the meeting.
- Participation depends on the individual's members interest of the subject in discussion.
- Agendas and minutes will be produced by the PCN PPG representative. These documents will be public documents and will be openly shared with patients and uploaded to the Practice website.

Rules for Membership and Meetings

Members will:

- Usually send notices and communications via electronic means unless a face-to-face meeting has been arranged.
- Not use the emails / meetings as a forum for individual complaints and single issues.
- Be committed to open, respectful and constructive discussion and courteous exchanges between themselves at all times.
- Declare to the Patient Services Manager any personal or professional interests which may compromise their impartiality as a member of the PPG. The Patient Services Manager should declare any such interest to the group as a whole.
- Not discuss any confidential or personal matters raised within the group or at its meetings with anyone else outside of the group.
- Demonstrate a commitment to delivering results through being an active group, not a talking shop!
- Provide apologies / confirm attendance for all meetings.
- Speak up but always go through the Patient Services Manager and stick to the agenda.
- Prepare for meetings by reading the agenda and any papers in advance and submit any agenda items to the Patient Services Manager at least one week before.

Subgroups

The group may establish subgroups at any time to deal with specific issues or activities. These may be permanent groups or may be Task & Finish groups depending on their purpose.

Review

These Terms of Reference will be reviewed by the Patient Services Manager annually and distributed to the membership.

Date of adoption

November 2021