

Chineham Medical Practice Patient Participation Group Terms of Reference

1. Introduction

General Practices involve registered patients in relevant issues relating to the practice and are expected to respond appropriately to patients' views and experiences. The key role of the Patient Participation Group (PPG) is to bring together patients, doctors and members of the practice team to work in partnership to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Chineham Medical Practice provides medical services for a practice population of approximately 17,786 in 2024, increasing by around 900 per annum.

As a member of Whitewater Loddon Primary Care Network the coordination of the contribution of the three PPGs is being encouraged and supported.

2. Role and Remit

The PPG will facilitate effective communication and cooperation between the practice and patients and build positive relationships with representatives of its patient population. The core objectives of the PPG will be to:

- Act as 'a critical friend', supporting the practice in relation to the challenges and developments in service delivery in the practice and wider health and care system
- Provide a forum for patients to give feedback and suggestions about the surgery's services
- Be a voice for the patient population
- Contribute to the dissemination of information to patients on developments in the practice and the NHS
- Support the practice to have the physical premises that enables the provision of high-quality primary care services to meet local needs
- Ensure there is a link with the Hampshire and Isle of Wight ICB and Patient Participation Group
- Support the development of the Primary Care Network; foster better understanding and communication between the surgery and its patients

3. Membership

The membership of the PPG will aim to include:

- At least 4 patient representatives drawn from volunteers registered with the practice
- Representation from across the adult age range to reflect the practice population demographic and geographical area
- 1 GP Partner (rotating) to attend for specific subjects as required
- A minimum of 2 representatives from the practice team
- Members are expected to respect the confidentiality at any time
- Membership does not give any additional entitlement to the services provided by the Practice than any other patient

If a member of the Patient Participation Group is unable to attend meetings without apology and is absent for three consecutive meetings, they will cease to receive notes of meetings until they are able to resume attendance at meetings.

4. Structure and Meetings

- The PPG will elect a Chairperson and Secretary from its members
- Meetings will be held every two months with additional meetings as necessary
- Agendas will be distributed at least one week prior to the meeting
- Dates of meetings will be publicised and a copy of the PPG's minutes will be displayed on the practice website and available on request for patients to read.
- Other registered patients are welcome to attend as observers, but subject to exclusion when confidential matters are under discussion
- The practice attendance at meetings will be dictated by the agenda
- The PPG will be chaired by the Chairperson who is nominated annually by the group
- The Secretary: Prepares and distributes agendas and minutes and handles administrative tasks
- The group will comply with General Data Protection Regulations 2018
- Meetings will be held face to face or via NHS TEAMS technology
- All members of the group will be able to place items on the agenda.
- Following a meeting notes will be available within 7 days
- All patient representatives should contact the Practice Manager or Business Manager with any questions or issues
- All members will be expected to behave in a manner that allows everyone to participate in discussions and share their views in the meeting

6. Quorum and Decision-Making

At PPG meetings a quorum will consist of 4 members, including a minimum of two patients and one practice representative. The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group. In the event of a vote being required, the chairperson will hold the casting vote.

7. On-line Patient Forum

In an effort to broaden participation, the PPG will encourage the development of a virtual forum and information exchange. Contact will be supported by a web-based communications.

8. Confidentiality and conduct

- Members must respect the confidentiality of sensitive information
- Members are expected to behave respectfully and constructive in meetings
- Any conflicts of interest must be declared and managed appropriately

9. Review

The group will review its programme and Terms of Reference annually.

10. Signed off and agreed 2nd September 2024 by:

Chairperson:	
Secretary:	
Members:	
Practice Representatives:	
Business Manager:	
GP Partner (rotating):	
Practice Manager	