

## **Shotfield Medical Practice Patient Participation Group (SMP-PPG)**

### **Terms of Reference**

#### **Aim of the Group**

The aim of the Group is to give a voice to the patients of Shotfield Medical Practice and to promote co-operation between the Practice and Patients to the mutual benefit of both.

#### **Objectives**

- To provide a forum for consultation on service development and provision.
- To be informed about Practice decisions relating to the provision of services and to provide constructive patient feedback on such decisions.
- To facilitate active involvement in seeking the views and experiences of patients (including the annual survey).
- To provide patient feedback on patient needs, concerns and interests, highlighting good practice as well as identifying areas for improvement.
- To explore ways in which the Practice views can be disseminated to the wider Practice population.
- To feed Practice views into the SCCG Patient Reference Group and where possible, respond to requests for patient feedback on local commissioning issues.
- To give feedback on any matters arising from the Practice annual report on complaints.

#### **Membership of the Group**

- Will be open to all registered patients of the Practice, carers of registered patients and staff of the Practice.
- The maximum number of patient members will be 10.
- Registered patients should form the majority of the group.
- Additional patients must join a waiting list – see separate section.
- New members will be asked to agree these Terms of Reference before attending their first meeting.

#### **Meetings**

- Meetings will be held quarterly, on Practice premises, with times and days agreed on a rolling basis.
- Patient members of PPG will be responsible for submitting an agenda, and chairing the meeting.
- The Chair will liaise with the Practice to arrange and share details of meeting arrangements.
- Meetings will ideally last up to 1 ½ hours but never longer than two hours.
- Meetings will start and finish on time and stick to the agenda.
- The minutes of the meetings will be published on the Practice website.
- Meetings of the Patient Group will not be a forum for individual complaints or single issues. Any complaints will be dealt with according to the Practice complaints procedure.
- Members will be asked to declare any interests which may potentially conflict with matters being discussed (ie any connection with another body or organisation which may influence the opinions or behaviour of the individual).
- Where appropriate a sub group (Focus Group) may be set up to work on specific tasks – these will meet on an ad-hoc basis.

### **Attendance**

- Dates of the next two meetings will be set in advance to facilitate attendance.
- Members will be required to send apologies if they are unable to attend a meeting.
- Non-attendance without apology at two consecutive PPG meetings will result in being asked to revert to the waiting list to make way for others who are able to attend.
- Frequent non-attendance with apologies may also result in being asked to join the waiting list.

### **Roles**

- The Chair, Vice-Chair and Secretary roles will be elected from and by the group on an annual basis.
- If the PPG fails to appoint to a Chair, the Practice Manager will arrange for the role to be fulfilled by a member of Practice staff until a new official can be found.
- If the PPG fails to appoint a Secretary, a different PPG member at each meeting will be designated to take notes and it is hoped that if needed the Practice would be able to have these typed up.
- The Practice Health Champion will sit on the PPG and will be responsible for health/medical initiatives.

### **Authority**

Any actions and decisions agreed by the PPG, in the absence of Practice staff will be referred to the Practice Manager.

### **Conflict management**

In the event of any conflict or disagreement within the group, matters will be referred, initially to the Practice Manager, with the opportunity to escalate to the Senior Partner if required.

### **Policies**

Members of the Group are expected to adhere to the Group's policies and protocols including:

- An email protocol (see below)
- Ground rules for meetings (see below)
- Ground rules for outside meetings (see below)
- The Nolan Principles of public life (see below)

### **Equality and Diversity**

The PPG will work to be inclusive, value difference and give equal opportunities to all, aiming to eliminate all types of discrimination on the grounds of race, culture, ethnic origin, nationality, gender, sexuality, disability, age, class, appearance, religion or caring role.

### **Communication**

- It is hoped staff members will attend meetings but if no member of the Practice staff is able to attend, the Chair of the group will liaise with the Practice Manager or nominated representative, before and after the meeting, regarding the content of the meeting.
- The Chair will liaise with the Practice prior to making any proposed communications with anyone outside the PPG and nominated Practice staff or third party organisations.

### **Patient Reference Group**

- The group will select, from its membership, 2 or 3 representatives to attend the SCCG Patient Reference Group.
- Representatives will be asked to attend regularly on behalf of the Practice, represent SMC patient views, provide feedback from PRG meetings and provide minutes for circulation.

### **Waiting List**

- Patients on the waiting list may, from time to time, be invited to assist in projects such as the annual survey or IT related work.
- When a vacancy arises on the PPG, a patient on the waiting list will be invited to join – where there are several people on the list, priority would be given to improving the demographic spread of members, skills offered and length of waiting time.

### **Ground Rules for attending SMP PPG meetings**

PPG members will:

- Arrive on time and keep to any times set/agreed.
- Turn mobiles off or to vibrate (urgent calls must be taken outside).
- Treat everyone with respect.
- Participate and encourage others to do so.
- Talk one at a time and try not to interrupt other people.
- Not start separate/side conversations.
- Stick to the topic being discussed and avoid bringing up personal issues.
- Accept the fact that there will be differences of opinion.
- Challenge the issue not the person.
- Not use language which is discriminatory or is offensive to others.
- Not use general statements which stereotype people or communities.
- Try not to use jargon and abbreviations.
- Observe confidentiality - agree if there is anything that cannot be shared.

### **Ground Rules for outside SMP PPG meetings**

- Patient members of the PPG are not trained to speak about health matters to other patients so this is not within their remit.
- Patient members should not raise PPG matters during medical consultations.
- Members who discuss PPG matters informally outside meetings should keep the rest of the Group informed of any actions or decisions.

## **Email protocol**

Members of the PPG share email addresses on the understanding that:

- Contact details will not be passed, directly or by copying in, to anyone outside the group without the person(s) prior consent.
- Contact details will not be used for the sending of any information that does not relate directly to the activities of the SMC PPG, unless prior consent has been given.
- All emails should go through the Chair, unless agreed by the Chair otherwise.
- The use of 'reply all' should be limited to occasions when it is relevant for all to receive.
- Information contained in emails will be treated as 'confidential' by the group, unless the content of the email clearly states or requests that it is for onward circulation.

## **The Seven Principles of Public Life - the Nolan Principles**

- **Selflessness:** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
- **Integrity:** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Holders of public office should be as open 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 public interest clearly demands.
- **Honesty:** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership:** Holders of public office should promote and support these principles by leadership and example.

**The terms set out above will be reviewed on a regular basis to ensure that they continue to reflect the way the Group wishes to run.**