

Grove Road Surgery

Patient Participation Group Constitution

2nd September 2019

1. Purpose

1.1 The Patient Participation Group (PPG) aims to help in the planning, provision and delivery of local health care services for all those registered with the Surgery representing the patients' standpoint.

1.2 The PPG will form a link between the patients and the Surgery with a view to making a useful contribution to the improvement of existing services, help the Surgery to resolve issues arising with service delivery and to develop new services to meet or identify patients' needs.

1.3 The PPG will work in close association and in a co-operative and constructive basis with all Surgery Personnel.

1.4 The PPG will seek to establish and maintain lines of communication with all registered patients in order to be able to obtain and reflect as well as possible their views.

1.5 The PPG will seek to conduct patient surveys from time to time to ascertain views on the general provision of services or particular issues that may arise.

1.6 To meet the foregoing aims members of the PPG may be asked to form subgroups from time to time.

2. Membership

2.1 The PPG shall comprise no more than 12 patients registered with the Surgery. It shall be as representative of the Surgery patients as is possible from those applying for membership with no distinction for gender, race, colour or political, religious or other affiliation or characteristic of

individuals. Any patient registered at the Surgery will be eligible to apply for membership with the proviso that only one member of a family household may serve at any one time.

2.2 Application for membership will be made on the prescribed form and submitted to the Practice Manager who will consult with the Chair and Secretary of the PPG as to the suitability of the applicant in meeting the criteria set out above and in light of the current make up of the group. On approval the Chair and / or Secretary will brief the new member(s) on the working of the PPG.

2.3 Applicants who are unsuccessful may, with their agreement, be placed on a reserve list as will applicants coming forward when there are no vacancies.

2.4 All successful applicants will be expected to serve for a minimum of 1 year .

2.5 Members ceasing to be registered at the Surgery will automatically cease to be members of the PPG.

2.6 The members of the PPG will elect a Chair and Secretary.

2.7 A Virtual Patient Participation Forum (VPPF) is available to allow all patients to communicate confidentially with the PPG via email address – ppfgroverd@outlook.com.

3. Meetings

3.1 Meetings will usually take place approximately every 8 weeks at the Surgery and will normally last no longer than 1 hour 30 minutes.

3.2 Extraordinary meetings may be called by the Chair or by three other PPG members via the Secretary. Ten days notice must be given and the Surgery, though the Practice Manager, must be consulted in advance regarding date and time. Only the subject for which the extraordinary meeting has been called will be discussed.

3.3 The quorum for any meeting will be 50% of the members plus one for voting purposes.

3.4 If necessary, following each meeting the Chair and the Secretary will arrange to meet with the Practice Manager and Senior Partner together with any other appropriate personnel to report back on any issues arising. In any event the Practice Manager and Senior Partner shall attend the full PPG meeting at least twice each year.

3.5 The Secretary will prepare the minutes of each meeting and forward them to the members, the Practice Manager and the Senior Partner. Once agreed they will be published on the surgery website.

3.6 Any agenda items for forthcoming meetings are to be forwarded to the Secretary. Items for discussion may be proposed by any member of the PPG or by the Surgery or by other patients. The Secretary shall consult with the Chair to decide on what may be included in the agenda for any meeting to ensure that the meeting does not go over time.

4. General

4.1 No remuneration or expenses will be paid to members of the PPG unless authorised in advance by the Surgery for a specific purpose.

4.2 Persons sitting on the PPG must recognise and accept that it is not a forum for airing personal complaints or dissatisfaction about medical treatment received or not received. Such issues must be taken up with the surgery through the usual complaints procedure.

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

4.4 Members of the PPG will not receive and must not expect to receive any medical or other personal information concerning any patient.

4.5 Members of the PPG may from time to time receive confidential information about the running of the Surgery which they must not disclose unless they have received express permission from the Practice Manager. Any individual disclosing any confidential information without permission can expect to be removed from the PPG.

4.6 In raising any issue brought up by a patient PPG members shall not divulge the patient's details without having obtained their express consent. It may be made clear to the patient that being unable to identify them may inhibit the PPG in pursuing the matter and, indeed, the Surgery in being able to address the issue.

4.7 Members of the PPG should not expect, and shall not receive, preferential treatment as compared to other patients of the practice. Equally, their activity with the PPG shall not result in their being treated any less favourably than other patients by all practice personnel.

4.8 Copies of the PPG constitution, minutes and reports will be posted on the Surgery website and on notice boards in waiting rooms.

4.9 The PPG is a member of the National Association for Patient Participation.

4.10 The PPG will seek to establish and maintain networking arrangements with other PPGs, both locally and nationally, as a means of sharing and learning from the experience of others.