

Swanage Medical Practice Patient Participation Group

Terms of Reference

Since April 2015, it has been a contractual requirement for all general practices in England to have a patient participation group (PPG).

The Swanage Medical Practice PPG was formed in 2015 and replaced The Friends of the Practice.

The Swanage Medical Practice PPG is affiliated to The National Association for Patient Participation (NAPP).

Aims

The overall aim of the Swanage Medical Practice PPG is to develop a positive and constructive relationship between the Practice, its patients and the community it serves, thereby helping to improve and shape local health services.

The PPG enables the Practice to be in a better position to:

- respond to the needs of all its patients
- improve the healthcare services it provides
- promote good health both for its patients and in the wider community
- ensure patients are at the heart of its decision making.

In July 2019, the Purbeck Primary Care Network (PCN) was formed - this includes the six practices located within the Purbeck Locality. The Swanage Medical Practice PPG is now working with the PPGs of the other five practices within the Purbeck PCN to also help support the delivery of the PCN's priorities.

Objectives

The objectives of the PPG are to:

1. Improve two-way communication between the Practice, its patients and the community it serves and promote a sense of partnership between the Practice and its patients
2. Collect information about the opinions and experiences of those who use the services provided by the Practice - this may include carrying out patient surveys to find out what patients and their carers think about particular services
3. Provide constructive feedback to the Practice about patients' needs, views and concerns to help shape services and improve the patient experience
4. Act as a liaison group between the Practice and the wider patient population when changes to local services are being considered

5. Provide a patient perspective on the development of new facilities and services and express opinions on behalf of patients about the Practice's policies and procedures
6. Support the Practice to deliver initiatives that aim to promote health, prevent ill health (eg vaccination programmes) and promote self-care - this may include helping to organise health awareness events and meetings on specific topics of interest, as well as helping with flu vaccination clinics
7. Support the Practice to communicate information to patients and the wider community to help patients become more informed about their healthcare options
8. Provide advice to the Practice on the implications of the results of Patient Surveys
9. Raise funds to help improve the services provided by the Practice
10. Work with the PPGs of the other practices within the Purbeck PCN to help support the delivery of the Purbeck PCN's priorities
11. Liaise with the other PPGs in Dorset, the Dorset Clinical Commissioning Group (CCG) and NAPP to share and develop best practice.

PPG Membership

The PPG is made up of patients registered with the Practice who have volunteered to work with the Practice to help improve and shape local health services.

All registered patients aged 16 and over are welcome to join the PPG (patients aged 11-18 are encouraged to join the Purbeck Youth PPG).

Every effort will be made to ensure that the PPG is representative of all the patients registered with the Practice and that a range of patient interests are also represented.

The PPG is also committed to promoting the principles of equality and diversity.

At least one representative from the Practice will attend every meeting of the PPG - this may be the Practice Manager or one of the Practice's GPs.

Election of Officers

Each year, the PPG will elect a Chair, a Vice-Chair, a Secretary and a Treasurer from within its membership - or more frequently if required. All PPG members may put themselves forward for election/re-election. If more than one nomination is received for an Officer position, then a vote will take place.

PPG Meetings

The PPG meets every two months - meetings are currently held at 18:30 on the third Tuesday of every other month.

An Agenda will be sent out to PPG members at least one week before each meeting.

Minutes of PPG meetings will be prepared by the Secretary as soon as feasible after each meeting - a copy of these unconfirmed Minutes will then be made available on the PPG page of the Practice's website. This version will be replaced with the confirmed version of the Minutes once these have been agreed by PPG members at their next meeting.

The PPG will review and agree its Priorities each year - the PPG's priorities will also be made available on the PPG page of the Practice's website.

Patient Email Group (Virtual PPG)

The PPG is supported by the Patient Email Group (Virtual PPG), which is made up of patients registered with the Practice who have agreed to receive information by email about the Practice and the PPG. Members of the Patient Email Group will also be given the opportunity to attend talks organised by the PPG, to participate in other events organised by the PPG and to participate in patient surveys.

All patients registered with the practice aged 16 and over are actively encouraged to join the Patient Email Group.

PPG Sub-Groups

Specialist sub-groups may be formed to deal with specific topics utilising individual skills and interests.

Finance

Supporting the work of the PPG

The Practice has identified resources to support the work of the PPG - this includes paying for the PPG to belong to NAPP and reimbursing reasonable expenses incurred by PPG members who attend meetings and training events organised for PPG members by the Purbeck PCN, Dorset CCG and NAPP.

All requests for the reimbursement of expenses should be made to the Practice Manager, in accordance with the agreed Policy for the Reimbursement of Expenses incurred by PPG Members.

Fund raising by the PPG

The PPG has, over the years, carried out a significant amount of fund raising for the Practice, which has enabled the Practice to purchase various items of equipment to enhance patient care and improve the waiting area.

The Treasurer will manage the bank account held in the name of the PPG and will maintain records of all financial transactions.

All funds raised by PPG members will be handed to the Treasurer who will pay the same into the PPG's Bank Account.

Authorised signatories to the bank account will be agreed by the PPG. At least two of these must sign all cheques.

The Treasurer will provide a report on all financial transactions at each meeting of the PPG.

Data Protection

All members of both the PPG and the Patient Email Group (Virtual PPG) have given their consent for their personal data, including their contact details, to be held by the Practice.

PPG members have also given their consent for their contact details to be shared with other members of the PPG and for their names to be included on the PPG page of the Practice website.

All PPG members will comply with Data Protection legislation and the Practice's Confidentiality Policy when handling confidential information about patients and/or the Practice and will be asked to sign the Practice's Confidentiality Agreement.

Review

These Terms of Reference will be reviewed every year.