

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 2019, the Purbeck Primary Care Network (PCN) was formed - this includes the six Practices located within the Purbeck Locality. Swanage Medical Practice PPG is now working with the PPGs of the other five practices within the Purbeck PCN - and with the Purbeck Youth PPG (YPPG), convened in 2020 - to also help support the delivery of the PCN's priorities.

In 2024, the Purbeck locality was selected to be one of the first wave of Integrated Neighbourhood Teams in Dorset and Swanage Medical Practice PPG is now also working with the PPGs of the other five practices in Purbeck to support the development and implementation of the Purbeck Integrated Neighbourhood Team.

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 includes carrying out Patient Surveys at the Surgery

3. Provide constructive feedback to the Practice about patients' needs, views and concerns to help shape services and improve the patient experience - this will include providing advice to the Practice on the implications of the results of national GP Patient Surveys, as well as the results of Patient Surveys undertaken by the PPG
4. 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
5. Act as a liaison group between the Practice and the wider patient population when changes to local services are being considered
6. Support the Practice to communicate information to patients and the wider community to help people become more informed about their healthcare options and how to access local services - through the Practice's website, social media, Practice newsletters, local Community Newsletters and the local media
7. Work with the Practice to support patients to use online services - including the NHS App, SystemOnline and eConsult
8. Support the Practice to deliver initiatives that aim to promote health, prevent ill health and promote self-care - this may include helping to organise health awareness events and meetings on specific topics of interest
9. Promote awareness of Wellbeing Swanage and other services provided at The Focus Centre in Swanage and Herston Village Hall - as well as other health and care services provided within Purbeck and other local self-help and support groups
10. Promote awareness of the Purbeck Youth PPG (YPPG) and its remit, and support efforts to recruit new YPPG members
11. Work with the PPGs of the other Practices within the Purbeck PCN - and the Purbeck Youth PPG - to help support the delivery of the Purbeck PCN's priorities, as well as the development and implementation of the Purbeck Integrated Neighbourhood Team (INT)
12. Contribute to the work of Action for Health and Care in Purbeck, the Purbeck-wide group set up in 2023
13. Liaise with the other PPGs in Dorset, NHS Dorset (Dorset's Integrated Care Board) and the National Association for Patient Participation (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 and a Secretary 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 or three months. Meetings are usually held in person, but may also be held online.

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 the National Association for Patient Participation (NAPP) and reimbursing reasonable expenses incurred by PPG members who attend meetings and training events organised for PPG members by the Purbeck PCN, NHS Dorset 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 fundraising for the Practice, which has enabled the Practice to purchase various items of equipment to enhance patient care and improve the waiting area.

Following the closure of the PPG's bank account and the transfer of the PPG's funds to the Practice in January 2025, the PPG has agreed that it no longer needs a Treasurer. The Practice Manager has agreed to provide a report to the PPG at each of its meetings detailing any expenditure of the PPG's funds.

Data Protection

The Practice's PPG Privacy Statement, which can be downloaded from the PPG page of the Practice's website, describes what information the Practice holds about PPG members.

Review

These Terms of Reference will be reviewed every year.