

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, which used to be known as The Friends of the Practice, 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.

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. Liaise with the other PPGs in Dorset, particularly those in the Purbeck Locality, 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.

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.

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.

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

PPG Meetings

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

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

A minimum of five PPG members, including at least one officer, need to be present for a meeting to be quorate.

Minutes of PPG meetings will be prepared by the Secretary and will be made available on the PPG page of the Practice's website once they have been agreed by PPG members.

Virtual PPG

The PPG is supported by a virtual group, 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 Virtual PPG will also be given the opportunity to participate in patient surveys.

All patients registered with the practice aged 16 and over are actively encouraged to join the Virtual PPG.

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 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 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 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.

Version 1 finalised by Margaret Broadhurst on 19 November 2018 following discussion with PPG members and the Practice Manager