

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

ELSENHAM SURGERY

1. Title of the Group:

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) of ELSENHAM SURGERY.

2. Aims and Objectives of the Group:

- I. **For the group to be a Patient voice: promoting a patient led culture**
- II. To promote co-operation between the Practice and Patients to the benefit of both.
- III. Develop community profiles and engagement, and collect community intelligence.
- IV. Use information gathered from patients to discuss problems and potential improvements with the Practice.
- V. Support the CQC inspection process
- VI. The Group will **not** be used as a forum to hear individual complaints. Any complaints should be directed to the Practice Manager in accordance with the Practice Complaints procedure.
- VII. Individual members of the Group are **not** permitted to seek or promote any personal cause or agenda.

Any person trying to engage in either, VI. or VII. above, will be asked to leave the Group.

3. Membership of the Group:

- i. Membership of the Group shall be open and free to all **registered Patients** aged 16 and over and to all staff of the Practice.
- ii. Ideally members should have active involvement in the community, but will not formally represent other organisations.
- iii. All members must sign a confidentiality agreement with the Practice

4. Activities of the Group:

- i. The Group will be kept informed of the Practice policies relating to NHS England and to the CCG to which it belongs.
- ii. The group may express opinions on these policies on behalf of the patients.
- iii. The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.

- iv. The Group will contribute to, and be kept informed of, Practice decisions.
- v. The Group will contribute to improving patient access.
- vi. The Group will seek to ensure that Patient information and advice are readily available and clearly presented.

5. Meetings of the Group:

- i. The Group will endeavour to meet no fewer than four times a year.
- ii. Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on PPG notice boards, in surgery waiting rooms and on the Group's web page, and members will be notified by email alerts, and through the post when necessary.
- iii. The Practice Manager will Chair the Group and the Partners are welcome to attend the meetings if they wish to.

6. Equality and Diversity:

- i. The Group will work for the benefit of the Practice and Patients without distinction of gender, race, colour or political, religious or other opinions or characteristics of individuals by encouraging development and quality of health promotion and health care services.
- ii. The Group shall be non-party in politics and non-sectarian in religion. The group shall have power to affiliate to the National Association for Patient Participation and to other organisations with similar charitable objects. The Group shall at all times respect diversity and will be committed to the principles contained within the Equality Act.

6. Voting:

- i. All decisions arising at any meeting shall be decided by a simple majority of those present and entitled to vote thereat. No member shall exercise more than one vote. In case of equality of votes the person chairing the meeting shall have a second or casting vote.

7. Confidentiality:

- i. All patient and surgery information is considered to be confidential and the PPG will comply fully with the Data Protection Act 1998 and Caldicott principles. All PPG members will sign a confidentiality agreement. (3.iii.) All members adhere to the Confidentiality: NHS Code of Practice 2003.
- ii. Patient information will not be shared outside of the practice.
- iii. All members will be bound by the terms of the Confidentiality Agreement after they have left the group.
- iv. Elsenham Surgery would take action to protect itself should any breach in Confidentiality arise.