

Clift Surgery Patient Participation Group

Terms of Reference April 2015

Version control
Version 1.0 Draft dated 11/11/09
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Version 1.2 Issue 2 updated May 2012
Version 1.3 Issue 3 updated November 2012
Version 1.4 Issue 4 updated October 2013
Version 1.5 Issue 5 updated April 2015 (this supersedes all previous versions)

1 The Purpose of the Group

- 1.1 The purpose of the Group is to operate formal liaison and communication between the Patients and the Practice which acts as a channel for -
- New ideas on how the operation of the Practice can be improved for the benefit of Patients
 - Problems and difficulties with any aspects of the present (or planned) Practice operating arrangements or the Practice facilities
 - Any other non-clinical aspect of Patient/Practice relations.
- 1.2 The Group **will not** deal with any specific personal matter between a particular Patient and a particular Practitioner/Nurse/Clinician, for which other channels exist through the Practice Manager.

2 Reporting

- 2.1 The Group will report to the Practice and its Patients through the approved minutes which, subject to any specific editing of material which may be confidential (see sub-clause 6.3), shall be made available to the patient community via the website, PPG noticeboard at the surgery, or by email as appropriate.
- 2.2 The Group may produce and distribute as it sees fit any additional publicity or information material that it believes may serve The Purpose of the Group.

3 Funding

- 3.1 The Group will not be a funded organisation. Lay members will serve the Group on a voluntary basis. Those from the Practice staff who serve on the group will serve under such terms of employment as the Practice shall determine.
- 3.2 The Group's agreed actions will be undertaken by the lay members on a voluntary basis and, where appropriate, by the Practice staff members as part of the Practice contribution to the Group.
- 3.3 The Group may, at its own discretion, undertake to raise funds from the community for Group purposes.

4 Composition and Terms of Service

- 4.1 The group shall consist of up to 10 lay members and up to 2 Practice staff, one of whom shall normally be the Practice Manager or a deputy. Practice Partners are always welcome to attend any PPG meeting.
- 4.2 Lay members, who must be current Patients of the Practice, shall serve for up to three years as members of the Group and after the three-year term, may be invited by the Group to continue to serve for a further three years but shall then retire and shall not be re-appointed to the Group. No lay member may serve for longer than 6 consecutive years.
- 4.3 Replacement lay members of the Group shall be invited from Patient volunteers (Including from the PPG Virtual Group) who are willing and able to play an active role in the Group's activities and who, as part of the Group, would be representative of the overall Patient profile as far as is practicable. In the event that there are more volunteers than are needed to replace the retirees, priority should be given to maintaining to best mix of patient profile.
- 4.4 The Group shall elect its own Chair and Deputy Chair from among the lay members of the Group, each for a two-year term. After the two-year term they may be invited by the Group to continue to serve for a further two-year term if they are willing but shall then retire and shall not be re-appointed to the Group. No Chair or Deputy Chair may serve for longer than six years including any time as a lay member.
- 4.5 The Practice members of the Group shall be decided by the Practice and may be varied from time to time at the discretion of the Practice. Normally the main Practice member would be the Practice Manager.

5 Procedure

- 5.1 The Group shall consider and provide its opinion and/or advice to the Practice on any matter that is within its purpose (see 1 above) and considered to be within its competence, which is raised by any Patient registered with the Practice including by lay members of the Group, Virtual Group or by the Practice itself.
- 5.2 The Group shall encourage Practice patients to bring to its notice by any practical means, any issue or opportunity that they may wish the Group to consider.
- 5.3 The Group will normally reach its decisions by consensus but may record a vote of those lay members present at a meeting and decide by simple majority. In the event of a tied vote, the Chair shall have a casting vote. Practice staff will not normally have a vote in such circumstances, except in the case of the appointment of new lay members.
- 5.4 The Group shall seek to maintain the optimum level of Virtual Group members for the purpose of research, feedback and added contribution to the Group
- 5.5 The Group may, under the terms of sub-clause 5.3 above, vary these Terms of Reference as it sees fit, subject to remaining within the remit defined in clause 1 above.

6 Meetings

- 6.1 The Group shall meet as frequently as it may agree from time-to-time, but shall hold not less than eight meetings each year. At any meeting, seven, of whom not more than one shall be Practice staff, shall form a quorum. Meetings will normally be held at the offices of North Hampshire Clinical Commissioning Group (NH CCG), Central 40, Lime Tree Way, Chineham Business Park, Basingstoke, Hampshire, RG24 8GU between 1815 and 1945 at a six week frequency with dates pre-agreed a year in advance. The Group may determine alternative arrangements as deemed necessary at the time.
- 6.2 Meetings shall follow the form of Agenda set out in the Appendix to these Terms of Reference.
- 6.3 Minutes of the meetings shall be normally be taken by either a volunteer lay Group member or Practice member of staff and shall record discussions, decisions and actions agreed by the Group. These minutes, once approved, shall be given the widest possible publicity among the Practice patients, and subject to any specific item agreed by the Group to be confidential to the Group and/or Practice, which shall be removed from the published text but not from the agreed minutes. (See also sub-clause 2.1) In case of dispute as to what is or is not confidential, the senior representative of the Practice present when the minutes are approved and the Chair shall each hold a veto.

7 Meetings with NHCCG/PPG

Clift Surgery is one of 19 CCG member GP practices. NHCCG Practice PPGs meet every 8 weeks at Central 20 Lime Tree Way, Chineham Business Park on a Wednesday evening from 1830 to 2000. The purpose of that meeting is to provide a forum for the CCG and member GP practices to -

1. Provide a channel for the flow of information, ideas and proposals to and from NHCCG Practice PPGs, other Healthcare bodies, NHS England, Hampshire County Council, Public Health Hampshire and Local care Providers.
2. Share best practice and to learn from each other to help achieve our individual practice PPG aims and objectives
3. Act as an organisation that represents the NHCCG Practice PPGs to other agencies
4. To act as a lobbying group to help improve healthcare services and to promote discussion on the best use of NHS resources for the population of the Locality.

Representation from each practice PPG is mandatory and a member of the Clift Surgery PPG (normally The Chair) should act as its representative on the NHCCG Practice PPG group meetings. The requirement is full attendance and pro-active interaction at the meetings.

Appendix

Form of Agenda

1. The ---th meeting of the Clift Surgery Patient Participation Group, held at ----- on -----
2. Those Present
3. Apologies for absence
4. Minutes of the previous meeting to be approved
5. Matters arising from these minutes not considered elsewhere on the Agenda
6. Report on actions taken since the last meeting
7. New items for discussion:
 - a. Raised by patients, lay Group members or PRG members
 - b. Raised by the Practice
 - c. Raised at/by NH CCG Patient PPG
 - d. Best practice from other PPGs
 - e. Wider NHS and health matters
8. Date, time and place of next meeting.