

CREDAS MEDICAL

Patient Participation Group (PPG) Meetings Terms of Reference

Meeting Name:	Patient Participation Group (PPG) Meeting			
Frequency:	Quarterly			
Months:	January			
	April			
	July			
	October			
Dates:	Dates to be suggested by the PPG and agreed upon with the practice			
Times:	Dates to be suggested by the PPG and agreed upon with the practice			
Location:	Meeting Room – Conference Room - Darley Dale Medical Centre			
Chair:	To be agreed upon by the PPG			
Minutes:	Luke Briggs – Practice Senior Administrator			
Actions:	Appropriate attendees (as per documented minutes)			
Objective:	To facilitate good relations between the GP practice and patients by communicating patient experience, interests & concerns and providing feedback to the practice on current procedures & proposed new developments. Please see NHS England PPG TOR for further details.			
Attendees:	Name:	Position:	Phone No.:	Email/Address:
	Dr Diane Fitzsimons	GP Partner	N/A	N/A
	Clare Adams	Partnership Business Manager	N/A	N/A
	Luke Briggs	Senior Administrator	N/A	N/A
Patient Details:	Withdrawn for confidentiality purposes – will be shared once all PPG members have provided consent			

1. Role/Purpose

The role of the PPG meeting is:

- 1.1 To facilitate good relations between the GP practice and patients by communicating patient experience, interests & concerns and providing feedback to the practice on current procedures & proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.

- 1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.

2. Term

This Terms of Reference is effective from 13 August 2018 and will be ongoing until terminated by agreement between all parties.

3. Membership

The meeting group will comprise of:

- 1 partner at Darley Dale Medical Centre (when required).
- The Partnership Business Manager
- Practice Senior Administrator
- Darley Dale, Winster & Youlgrove Medical Centre patients.

4. Roles and Responsibilities

The PPG Patient Chair is accountable for:

- Chairing the meeting.
- Developing an appropriate meeting agenda template.
- To communicate with the participants of the PPG and the practice the date & time of the meeting and request items for the agenda.
- To organise the meeting date with the Darley Dale Medical Centre partner & Partnership Business Manager during the appropriate month(s).
- Engage with all attendees throughout the meeting to ensure success.
- To complete all actions assigned during the meeting (which will be documented in the minutes) in-line with the agreed deadline (which will also be documented in the minutes).
- To read the minutes of meetings unattended to ensure awareness of the overall discussions that took place and actions to complete.

The Partnership Business Manager is accountable for:

- Documenting the Terms of Reference.
- Reviewing and updating the Terms of Reference.
- Engage with all attendees throughout the meeting to ensure success.
- To complete all actions assigned during the meeting (which will be documented in the minutes) in-line with the agreed deadline (which will also be documented in the minutes).

- To read the minutes of meetings unattended to ensure awareness of the overall discussions that took place and actions to complete.
- Engage with all attendees throughout the meeting to ensure success.

The Practice Senior Administrator Chair/Note Taker is accountable for:

- Developing an appropriate meeting minutes template.
- Developing an appropriate email template to communicate with participants of the PPG.
- Developing an appropriate letter template to communicate with participants of the PPG.
- Developing an appropriate signing in/out sheet for participants of the PPG.
- To prepare & cascade the meeting agenda to all required attendees.
- Engage with all attendees throughout the meeting to ensure success.
- To document, save & cascade the meeting minutes:
 - To be saved on the S drive.
 - To be saved on the Website.
 - To be cascaded to all required attendees (not just those who attended).
- To develop and maintain the PPG Action Log with all agreed actions from PPG meeting, tracking as not started, in progress or complete.
- To complete all actions assigned during the meeting (which will be documented in the minutes) in-line with the agreed deadline (which will also be documented in the minutes).
- To read the minutes of meetings unattended to ensure awareness of the overall discussions that took place and actions to complete.
- To ensure that cover is organised when unable to attend the meeting for all accountable duties.
- To keep the PPG website page up to date.

The Darley Dale Medical Centre Partner is accountable for:

- Attending the meeting when appropriate.
- To provide partner visibility to participants of the PPG.
- To provide partner communication to participants of the PPG.
- To provide clinical questions support to participants of the PPG and Patient Services Manager.
- To provide practice questions support to participants of the PPG and Patient Services Manager.

The Patient Participation Group (PPG) is accountable for:

- Accepting/declining the PPG meeting invite by the deadline communicated.
- Providing items for the PPG meeting agenda by the deadline communicated.
- Engaging with the items on the agenda of the PPG meeting as appropriate.
- Creating an inclusive and supportive, mutually respectful arena to discuss practice and patient ideas.
- Engage with all attendees throughout the meeting to ensure success.

- To complete all actions assigned during the meeting (which will be documented in the minutes) in-line with the agreed deadline (which will also be documented in the minutes).
- To read the minutes of meetings unattended to ensure awareness of the overall discussions that took place and actions to complete.
- Attend Patient Participation meetings (see below).

5. PPG attendance requirements

- All PPG members are expected to attend and be actively involved in meetings.
- Members are required to attend regularly.
- Members who fail to attend regularly without prior notification will be removed from the PPG list.
- Removal from the list will occur after missing three consecutive meetings without explanation.

6. Exclusions

1. PPG members are not permitted to attend the PPG meeting without formally confirming attendance in advance of the planned PPG meeting. This is to ensure appropriate organisation of the meeting and allowance of sufficient meeting space.
2. Guests are not permitted to attend PPG meetings without prior consent from the Practice Senior Administrator, Partnership Business Manager and/or Partner.
3. The PPG meeting is not permitted to discuss personal feedback or complaints.
4. No documents, emails or communications received from the Practice are to be shared outside of the PPG without prior consent from the Practice Senior Administrator, Partnership Business Manager and/or Partner.

Amendment, Modification or Variation

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by The Multidisciplinary Team Group Members.

7. Appendix

1. Email template to invite patients to Patient Participation Group meetings.
2. Letter template to invite patients to Patient Participation Group meetings.
3. Agenda & Minutes Template.
4. Patient Signing In/Out Sheet.
5. Email template to cascade minutes from Patient Participation Group meetings.
6. Email template to cascade minutes from Patient Participation Group meetings.
7. NHS England Terms of Reference.