

# **Cheviot Road Surgery Patient Participation Group**

## **Terms of Reference (basic principles):**

### **Purpose / role of the group:**

- The Patient Participation Group (hereinafter the 'PPG') will form a link between the patients and the Practice with a view to making a useful contribution to the improvement of existing services
- Help the Practice identify new services that will benefit the patients
- The PPG will work in close association with The Practice Manager and other Practice Team members.

### **AIMS:**

- Promote co-operation between the practice and the patients to the benefit of both
- For patients and the practice to discuss topics of mutual interest, that would benefit the patients
- Provide a means for patients to make positive suggestions about the Practice and their own healthcare
- To encourage health education activities within the Practice
- To develop self-help projects to meet the needs of fellow patients
- To act as a representative group that can be called upon to influence the local provision of Health and Social Care
- To involve further patients from the wider population.

This shall be achieved by: Working with the group members who will meet quarterly to review feedback forms and proposed improvements to surgery and maybe include details of questionnaires / feedback from the patients within the surgery

### **Membership and attendance**

Membership to this group is open to:

- Current registered patients of Cheviot Road Surgery and Shirley avenue surgery
- There is no limit to the group size nor is there a maximum term that group members can serve
- New members can join at any time by contacting the practice, there is no interview process required prior to patients joining the group
- All members are expected to make an active contribution to the group
- The PPG members elected Chair is MN and the minute taker at meetings will be. These members can relinquish this at any time, but the group will review this every two years.

### **Meeting Management**

Adequate information about planned meetings / event are to be given to PPG members and carers so they can make informed decisions on whether to attend. This will include information on the context and purpose of the meeting / event.

Attendees are under no obligation to attend if the meeting venue or time is too onerous.

The Practice Manager will facilitate PPG meetings and these will be chaired in the first instance by practice manager Cathy Rooke. Support will be given to PPG members who would like to chair future meetings. Support will also be given to PPG members who may wish to take on a secretarial role such as organising meetings, writing minutes etc.

- Meetings will be held 4 times a year with ongoing reviews on their frequency.
- Meetings will be held within the Cheviot Road Surgery.
- The time of the meetings will be arranged to best suit the needs of the PPG group members
- The agenda must be set and circulated to PPG members no less than 2 weeks prior to the meeting
- The group will be informed of the attendance of other parties prior to the meeting
- Meeting papers should be sent with no less than 1 weeks' notice and are available as electronic or paper copies
- The meeting must have an agreed Chair
- Minutes must be produced and disseminated to all group members within 2 weeks of the meeting

The agenda will be generated by:

- Review of the minutes of the last meeting
- Update and discussion of current PPG activity
- Presentation and discussion of proposed PPG activities
- Generic items related to the PPG
- Any other business

### **Method of Contact**

- Contact between the Practice Manager and PPG members will primarily be by email but may also take place by postal, telephone or face to face contact.
- PPG members are responsible for informing the Practice Manager of their preferred method of contact and provide up-to-date contact details
- The Practice Manager (or deputy) will respond to any queries or communication from PPG members within 2 working days.

### **Group Principles**

- The group will respect anonymity of discussion
- The group will take into account all representative views
- The group will determine areas of particular priority for discussion
- Cost of transport can be claimed by group members. This will be paid by the practice and reimbursements has been agreed as follows:
  - 45p per mile for car travel

- Reasonable reimbursements will be paid for a taxi or a bus. Receipts must be produced before any reimbursement will be paid. Reimbursement can be made on the night, providing a receipt is produced.
- Childcare will be reimbursed at £5.00 per child per hour; receipts will be required prior before reimbursement will be paid.
- It was acknowledged that carer costs may be significantly higher than £5.00 pounds per hour and therefore increased costs will be discussed on an individual basis.
- In recognition of data protection, members who use their personal emails will be blind carbon copied to protect their personal details.

### **Review**

The terms of reference of the group will be reviewed after the first 6 months. Thereafter the TOR and a report on PPG activity are to be reported by the Practice Manager Mrs C Rooke annually.

The reports will be reviewed by PPG members prior to publication.

### **Definitions of terms**

**PPG** – Patient Partnership Group

**PPG Member** – A patient that is a member of the Patient Partnership Group