THE HOLLIES MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

WELCOME PACK

**What is a patient participation group?**

A patient participation group (PPG) is a group of patients and GP practice staff who meet regularly and work together to improve the quality of care and outcomes for patients.

PPGs tend to be set up by GP practices but, over time, are usually run by patients. Typically, they will have a committee that meets regularly to give the PPG leadership and a sense of direction.

The PPG should work closely with the practice and it is normal for members of the practice team, including GPs, to be part of the Patient Participation Group.

Groups meet face-to-face at agreed intervals, usually at least four times a year, but this will be down to individual choices. Some groups operate as a 'virtual PPG', which often works alongside ‘real’ groups, facilitating dialogue with the whole patient population through posters, letters, email networks, online surveys and social media.

Having a clear purpose and a set of core objectives are fundamental to the success of a PPG. However, objectives need to be realistic and achievable given that PPG membership is voluntary and members probably have busy lives away from the practice.

The most effective PPG members are those who consider the wider patient interest and not just their personal concerns.

**The Hollies Medical Centre DRAFT**

**Terms of Reference**

The group shall be called ‘The Patient Participation Group of The Hollies Medical Centre

**Aims of the group**

The aim of the PPG is to promote co-operation between the Practice and the Patients to the benefits of both.

**Membership**

Membership is open to all patients of The Hollies Medical Centre.

The PPG will:

• facilitate discussions and offer perspectives, input and feedback on service development, promoting patient involvement within the practice.

• work with the practice to continually improve communication with the patient population

• be a ‘critical friend’ to the practice by providing feedback on patients’ needs, ideas and any concerns raised, acting as a conduit between practice and patient where necessary

• Support the practice in helping patients to become more informed about their health care options

• Collect feedback from the patients about current health service provision and how services may be improved in the future

• Support the practice to achieve its health promotion aims, such as supporting the winter flu campaign or summer health

• Produce information about the PPG and circulate to the patient population

• Work with the practice in any other capacity deemed suitable and with consent by both parties.

**Quorum**

The group will ensure that regular members are registered as such, so that the practice can ensure a quorum of at least 50% of members should any decision need to be taken to a vote by the group.

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**Ground Rules**

* + The meeting will be 1 to 1 ½ hours maximum and has indicative timings on the agenda, members will do their best to stick to the agenda and finish the meeting on time.
  + All views are valid and all views will be listened to with respect and understanding
  + The members should pride themselves on open, honest and proactive communication, with discussion and challenge occurring within a safe and respectful environment.
  + The group is a forum for the patient voice – and should not be used for individual issues/complaints. Any issues of this nature should follow the practice complaints procedure.
  + Mobile phones should be set to silent, or in the event of needing to be contactable, on vibrate to prevent disruption to the meeting.
  + Agenda items should be sent two weeks before to the Practice PPG Lead administrator
  + Meeting apologies should be sent to the Practice PPG Lead administrator prior to the meeting

**The Hollies Medical Centre DRAFT**

**Confidentiality Agreement**

**Data protection**

By signing this contract you consent to the PPG of The Hollies Medical Centre holding and processing any information about you which you provide to The Hollies Medical Centre.

**Confidential information**

This clause applies to any information obtained during the course of your involvement with The Hollies Medical Centre PPG which is not in public domain and relate to the affairs of The Hollies Medical Centre or any third party it has dealings with.

You shall not, during the continuance of or your involvement with The Hollies Medical Centre PPG or at any time after its termination for any reason, use or disclose to any person or persons whatsoever (except the proper staff of The Hollies Medical Centre) any confidential information. You shall use your best endeavours to prevent any such use or disclosure by any other member or former member of aforementioned PPG. Disclosure of confidential information other than in accordance with this clause may amount to the termination of your position with the PPG.

PPG Patient Representative Signed:

Print Name:

Date:

The Hollies Medical Centre

Staff Representative Signed:

Print Name:

Date: