



Glossop and Hadfield
Patient Participation Group

CONSTITUTION AND TERMS OF REFERENCE.

Title of the Group.

The group shall be called THE PATIENT PARTICIPATION GROUP (PPG) of the MANOR HOUSE SURGERIES GLOSSOP AND HADFIELD Derbyshire. It is affiliated to the National Association for Patient Participation.

Aims of the Group.

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

MEMBERSHIP

Membership is open to all patients of Manor House Surgeries Glossop and Hadfield.

The Committee:

Chair - Liz Armstrong

Vice - chair - Irene Easteal

Secretary - Valerie Mohan

Treasurer - John Apthomas

In addition to the above elected officers there are committee members, a doctor from each surgery, and a member of staff from Administration in attendance.

Meetings of the Group.

The business of the Group will be carried out at a formal meeting of the committee.

Formal meetings take place at 1pm on every second Tuesday of the month alternating between Glossop and Hadfield. A doctor and a member of the Administration staff are in attendance at formal meetings. In addition Receptionists attend the meetings on a rota basis. The Reception Manager attends the meeting four times a year. Notice of meetings to be held are advertised on noticeboards, on televisions in waiting rooms and on the Practice website. The AGM takes place in May or June each year prior to the formal meeting.

There will also be an informal meeting to enable further discussion within the group.

Informal meetings are held on the last Monday of every month at Hadfield at 10.30am. (These meetings are not minuted).

CODE OF CONDUCT

All opinions will be respected.

Discrimination will not be tolerated.

All matters will be treated as confidential until the minutes of meetings are approved.

All formal meetings will be held in a purposeful, professional and timely manner.

Agendas will be circulated prior to meetings to give members an opportunity to suggest additional items. Agenda items may also be discussed at informal meetings.

If any member wishes to raise items under Any Other Business he or she must declare them before the formal meeting begins and these will be tabled at the Chair's discretion, or referred to at the next informal meeting.

All individual concerns, and also those raised on behalf of another patient, will be discussed at the informal meetings. A decision will be taken by all present as to whether these concerns need to be placed on the agenda of the next informal meeting. In this event we will focus discussion on specific comments and relevant events and not on individual personnel.

Forms collected from Suggestion boxes will be discussed as and when they arise. After seeking advice from surgery staff the Chairperson will respond by letter if an address is given. Otherwise suggestions/comments will be dealt with in the You say/We say section of the Newsletters.

(Reference "Meetings of the Group "below for times, dates and venues of meetings).

THE CONSTITUTION

The specific purposes of the group will be encapsulated in the terms of reference.

The nominated officers will serve for a term of two years. A degree of flexibility may be used in the absence of other members wishing to take on these roles.

The PPG will facilitate discussion with Practice staff and offer alternative perspectives, input and feedback on decisions made by them.

The PPG will help develop provision of resources and services.

The PPG will strive to improve communication with and support for patient.

TERMS OF REFERENCE

The PPG will:

1. **SUPPORT.** The PPG will support patients and staff and act as a critical friend to the Practices. We will share positive comments and concerns. In response to requests from staff we will write letters to patients on specific matters.
2. **LISTEN.** We will listen to patients when they talk to us, and we will analyse and collate their comments from the surveys and from the suggestion boxes which are in waiting rooms. We listen to staff and help where there are concerns. We listen to members of the wider community by inviting them to address our meetings (CCG, voluntary organisations, paramedics etc).

3. ACT. We act on our findings and help initiate developments, changes, improvements etc.
4. COMMUNICATE. We tell patients about survey results and inform them as to what changes may be made in response by the staff at both surgeries. We will inform patients about health issues in our Newsletters and in the same way we pass on information from the staff to the patients.
5. INVOLVE. The PPG involve patients by providing health events on a regular basis. Patients are welcome to come to our meetings and we try and increase membership wherever possible.
6. INTERACT. We interact with outside agencies. A member of the PPG regularly attends Patient Locality Meetings. Other members liaise with the Volunteer's Centre. Another member works on services for younger patients.
7. EVALUATE. We evaluate our work on a yearly basis and progress is summarised in the Chair's Annual Report. We review our Constitution and terms of reference on an annual basis.
8. COMMIT. The PPG makes a commitment to respect Practice and patient confidentiality at all times.

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Reviewed 26<sup>th</sup> June 2016

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