

## Terms of Reference

### Barbourne Health Centre– Patient Participation Group

#### Title of the Group

The Group shall be called The Patient Participation Group (PPG) of Barbourne Health Centre.

#### Aims of the Group

The aims of the group are to:

- Promote co-operation between the practice and patients;
- Promote comments and views from patients on services or gaps in services;
- Organise and develop local surveys with patient input;
- Understand issues affecting patients and the practice;
- Developing action plans that address patient issues;
- Feed into PPG Network and Public and Patient Engagement structure

#### Ground rules of the Group

There shall be the following ground rules

- This meeting is not a forum for individual complaints and single issues;
- Open and honest communication;
- Be flexible, listen, ask for help and support each other;
- Demonstrate a commitment to delivering results, as a group;
- Silence indicates agreement – speak up but always go through the Chair;
- All views are valid and will be listened to;

#### Membership of the Group

Members of the group will be for:

- All patients registered within the practice;
- The practice will pay attention to engaging with a cross section of the practice population that reflects equality in:
  - Age;
  - Sex;
  - Ethnicity;
  - Demographics

The group will bi- annually elect the following people:

- **Chairperson** – responsible for:
  - Manages and chairs the meetings;

- Will be a lay member rather than a member of the practice;
- May represent the practice in wider public and Patient engagement events.
- **Secretary (drawn from the practice staff, ideally)** – responsible for
  - Taking minutes and general admin;
  - This role *may* be undertaken by a member of staff from the practice.

## Responsibilities of the Group

### *The Practice shall*

- Provide feedback on patients' needs, concerns and interests whilst helping patients to understand the practice's viewpoint where necessary;
- Communicate information about the community which may affect healthcare;
- Give patients a voice;
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice;
- Providing opportunities for patients to become involved in the commissioning of services across South Worcestershire;
- Give feedback to NHS trusts on consultations;
- Undertake and analyse key issues for an annual local survey that will be published with the findings and action plans for improvements. The methodology for this shall be shared and agreed with patients;
- Create a Patient Representative Group that is representative, equitable, and covers, where possible, all sections of the practice population;
- Monitor services and highlight issues for local input;
- Develop, promote, and encourage public and patient engagement
- To be transparent and open.

### *The practice population via the PPG will;*

- Contribute to practice decision-making and will consult on service development and provision;
- Liaise with other PPGs in the area.
- Challenge the practice constructively whenever necessary;
- Using the wider Public engagement structure to escalate issues that are not resolved locally;

## Meetings of the Group

- The Group will:
  - The committee of volunteers shall meet no fewer than 4 times a year;
  - In addition hold a meeting to which practice staff are invited and any additional open meetings as deemed necessary;

- The Meetings will be advertised throughout the practice and in alternative settings deemed appropriate;
- In order for the group to be quorate 5 PPG members must be present.

### **Organisation of the Group**

- The Group's activities will be organised by a Committee of volunteers and invited members;
- The Committee will be composed of a maximum ten members - a Chair, a secretary and eight members. Other members will be co-opted as required.
- Administrative assistance will be provided by staff at the Practice.