

Topsham Surgery Patient Participation Group

Terms of Reference

Definitions

AGM	Annual General Meeting
Care Quality Commission	The independent Regulator for Health and Social Care in England
Committee Officers	Patients nominated and elected to hold positions, to include Chair, Vice Chair, Secretary and Treasurer (if required)
Commissioner	NHS Devon Integrated Care Board, the commissioner of Healthcare in Devon
Health Watch	An independent Statutory Body for Health and Social Care
ICB	Integrated Care Board (Partnership of NHS Devon and local Councils)
Members	Patients registered with the Practice who opt to join the PPG
PPG	Patient Participation Group
Practice Officers	Representatives of the Practice i.e. Employed by or Partners of the Practice that are directly involved in the PPG
Practice Partners	The Partners forming the Topsham Surgery Partnership
Practice Premises	Topsham Surgery, Holman Way, Topsham, EX3 0EN and Glasshouse Medical Centre, Glasshouse Lane, Exeter, EX2 7BT
The Practice	Meaning Topsham Surgery and Glasshouse Medical Centre
Topsham Surgery	Meaning the Practice Group and Partnership, consisting of Topsham Surgery and Glasshouse Medical Centre
ToR	Terms of Reference (this document)

1. Name

- 1.1. The name of the group shall be “**Topsham Surgery Patient Participation Group**” (herein after called “the PPG”).

2. Aims of the PPG

- 2.1. The aim of Topsham Surgery PPG is to establish and embed an effective relationship between the Practice team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 2.2. The PPG will work collaboratively with the Practice, on behalf of the patient population, ensuring the services of the Practice meet the needs and wishes of the patient group.
- 2.3. The Practice agrees to work collaboratively with the PPG on behalf of the patient population ensuring they listen to feedback, concerns, suggestions, comments and

compliments in a timely and objective manner, taking the necessary action to improve services where applicable.

- 2.4. PPG members will act as the information conduit between the Practice and the Practice population and the wider community, ensuring that all parties are aware of any issues or initiatives which are, or are likely, to affect patients.

2.4.1. Specific activities

- 2.4.2. The PPG will obtain feedback from the patient population about the services delivered by the Practice. Members will review the feedback, informing Practice staff accordingly, identifying areas for improvement. This information will then be relayed to the patient population.

- 2.4.3. The PPG will promote the Practice at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.

- 2.4.4. The PPG will maintain a prominent presence online and in the Practice waiting room, displaying pertinent information. Additionally, the PPG will be given the opportunity to meet with the patient population, gathering information for feedback as well as promoting the services of the Practice. The Practice will facilitate undertaking questionnaires and surveys from the patient population, the results of which will be shared with the PPG.

- 2.4.5. The PPG will be involved in Practice development relaying patient feedback and/or concerns, promoting the Practice and NHS Devon (also known as the Integrated Care Board / ICB) lead health initiatives wherever possible.

- 2.4.6. The PPG will engage with HealthWatch and the Care Quality Commission as required at the request of the Practice.

- 2.4.7. The PPG will liaise effectively with Practice staff, sharing information regarding issues which may affect both patients and staff, whilst relaying issues identified by staff, in order to improve service provision or raise patient awareness.

- 2.4.8. The Practice will seek to consult the PPG, through its officers, on any plans to significantly change the way in which the Practice provides services or how healthcare is accessed by the patient population.

- 2.4.9. Wherever possible the Practice will seek to support the PPG in its work; this will include financial support for activities agreed by both the PPG and the Practice.

3. Membership

- 3.1. The PPG will consist of no more than 10 members, drawn from the patient population at Topsham Surgery.
- 3.2. Any member who leaves the Practice ceases to be a member of the group immediately.
- 3.3. Membership of the PPG shall be open to all registered patients and their carers, at any point whilst they are a patient of the Practice.
- 3.4. Registration of members shall be the responsibility of the PPG; however, the Practice shall collect and share these details with the Committee Officers.
- 3.5. Membership does not confer any prior claims on the Practice or any right to preferential treatment.
- 3.6. Members shall not pursue individual issues and/or complaints for themselves or others through the PPG; instead they should use the Practice's existing procedures.
- 3.7. To aid communications, members agree to the disclosure of their names, telephone number and email address to the other PPG members, and agree to the disclosure of their names via the Practice website.

4. Structure

- 4.1. The group will comprise Practice Officers, Committee Officers (also Members) and Members of the Practice.
- 4.2. The following positions will be held by Members who have been either nominated and elected by the Practice, or elected by the PPG with agreement of the Practice, these roles will form the Committee Officers:
 - Chair
 - Vice chair
 - Secretary
 - Treasurer (if required)
- 4.3. Committee Officers will serve a term of one year, which may be extended up to a maximum of three years following re-election.
- 4.4. Other Positions may be added as deemed appropriate at the Annual General Meeting (AGM).
- 4.5. Members wishing to put themselves forward for Committee Positions shall be able to propose themselves. A ballot will be undertaken by either the Chair and Secretary, or in their absence, the Practice Officers for formal election of these positions.
- 4.6. The Practice Officer shall usually be the Practice Manager or individual nominated by them to represent the Practice on their behalf. A Practice Partner shall also be invited to attend the PPG meetings, attending at minimum the PPG AGM.

5. All Member responsibilities

5.1. Members are requested to adhere to the following etiquette:

- Submit apologies for non-attendance prior to the meeting
- Attend meetings punctually
- Be prepared to discuss items on the agenda for which they are the lead
- Submit items for Any Other Business (AOB), in writing to the Chair and/or Secretary one week prior to the meeting
- Respect the views of others
- Acknowledge the vote of the majority

5.2. Adhere to the terms set out within this document

5.3. Abide by the PPG Confidentiality Policy and Declaration Agreement for Volunteers.

6. Committee Officer responsibilities

6.1. The Committee Officers are responsible for the day to day running of the PPG.

6.2. The **Chair** is responsible for:

- Ensuring meetings are held on a regular basis
- Conducting meetings in a manner that enables everyone to have their say without over-running the time set aside for the meeting
- Steering the meeting through the agenda
- Summarising what has been said
- Moving to vote if necessary in accordance with the ToR
- Facilitating the AGM
- Ensuring all committee and group members adhere to the ToR

6.3. The **Vice Chair** is responsible for:

- Supporting the Chair throughout his or her tenure
- Deputising for the Chair in periods of absence
- Ensuring committee members are aware of their roles and responsibilities

6.4. The **Secretary** is responsible for:

- Producing the agenda at least one week prior to the quarterly meetings
- Taking and issuing the minutes of the quarterly meetings
- Retaining a record of all decisions made at meetings
- Retaining all PPG meeting administration effectively and securely.

6.5. The **Treasurer** (if deemed necessary) is responsible for:

- Recording all transactions;
- Giving receipts for all monies received;
- Presenting regular financial reports;

- Agreeing budgets;
- Arranging for an annual independent audit to take place.

7. Practice Officer responsibilities

7.1. Practice Officers shall:

- Prioritise the attendance of PPG meetings
- Act as a communication conduit between the Practice Partners, staff, clinicians and Committee Officers
- Arrange for suitable meeting room at the Practice premises for PPG meetings to take place
- Providing printing facilities for meeting minutes, agendas and materials as agreed by the Practice and PPG
- Consult with the PPG as outlined in 2.4.8
- Support in the promotion of the PPG and activities undertaken by the PPG
- Share the details of patients wishing to join the PPG with the Committee Officers for registration and invitation
- Ensure the upload of meeting minutes to the Practice website
- Ensure the cascade of meeting minutes to the Practice Partners.

8. Voting

8.1. Only members of the PPG registered prior to the commencement of a meeting will be entitled to vote.

8.2. A quorum of the PPG will consist of attendance of at least 75% of members, including the Chair, Secretary and a Practice Office.

8.3. A simple majority is required for all matters requiring a vote, except alteration of the Terms of Reference which will require a two-thirds majority of the PPG and agreement from the Practice Partners.

8.4. In the event of an equality of votes, the Chair will have the casting vote.

9. Meeting attendance, frequency and structure

9.1. The PPG will meet on a quarterly basis and more frequently if it is deemed appropriate by the members.

9.2. Meetings must have in attendance at least 75% of members, including the Chair, Secretary and a Practice Officer if they are deemed to be quorate.

9.3. To maintain momentum within the PPG, any members who fail to attend 3 meetings consecutively will be asked if they wish to continue to actively participate in the group. If not, they will be asked to resign.

9.4. Meetings will be held either in person, remotely or a hybrid of in person and remote attendance to maximise accessibility and attendance. The default method of meeting shall be in person.

9.5. Meetings shall usually be held on the Practice premises.

9.6. The Practice shall publish the agendas and minutes after each meeting on the Practice website, and cascade copies of the minutes to the Practice Partners.

9.7. Practice and Committee Officers will converse (either in person or virtually via email or telephone) at least one week before any PPG meetings are due to be held for planning purposes.

9.8. Meetings shall follow the structured agenda in *Appendix 1*.

10. Dissolution

10.1. The PPG exists by agreement of, but is separate to, the Practice. It will be run autonomously within this constitution.

10.2. The circumstances under which the PPG can cease are:

10.2.1. By the withdrawal of consent for the PPG by the Practice Partners with the explicit consent of the Commissioner

10.2.2. If the PPG considers it appropriate to dissolve

10.2.3. By the cessation of Topsham Surgery as a Practice.

10.3. If it is decided that the PPG shall be dissolved, patients will be notified of the proposal, in writing, such notice to be displayed in the waiting room. Full explanation will be given and patients will be invited to the next available meeting.

10.4. Notice should be given at least one month before the proposed final meeting of the PPG. Reasons for the dissolution or other action to be duly recorded in the minutes and published.

11. Signatures

Signed on behalf of Topsham Surgery (the Practice)

Signature:.....

Print Name:.....

Position:.....

Date:.....

Signed on behalf of Topsham Surgery Patient Participation Group

Signature:.....

Print Name:.....

Position:.....

Date:.....

Appendix 1 – Standing Agenda

Topsham Surgery & Glasshouse Medical Centre

Patient Participation Group

Meeting Agenda

No.	Agenda Item	Remarks
1	Arrival & refreshments	
2	Welcome and introductions	
3	Minutes of last meeting	
4	Chair update	
5	Practice update	
6	Members update	
7	AOB	
8	Date of next meeting:	