



Working together for your health

Leckhampton Surgery Patient Participation Group

Aim

The Patient Participation Group will act as a representative group to support Leckhampton Surgery by offering help, advice and guidance to enhance both current provision and future developments.

Terms of Reference

1. Objectives

The objectives of the group are to:

- 1) Facilitate dialogue between patients and the practice staff;
- 2) Give patients a voice in the organisation regarding their care, concerns and interests;
- 3) Act as a safety valve for dealing with grumbles and complaints;
- 4) Act as a forum for compliments and positive comments about the practice;
- 5) Ensure that patient information and advice are readily available, clearly presented and if necessary are available in languages which meet the needs of the patient;
- 6) Ensure the needs and interests of all patient groups are taken into consideration, including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups;
- 7) Align with any online or other patients group at the practice working in the context of these terms of reference
- 8) Liaise with other Patient Participation Groups in the area where appropriate;
- 9) Agree to 'self-review' the effectiveness of the Patient Participation Group annually;
- 10) The Terms of Reference will be reviewed annually;



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2. Membership

- 1) The PGG will be made up of up to ten patient representatives, a GP from the practice and representatives from the practice staff, including the practice manager;
- 2) Membership of the group will be open to all patients registered with the practice and to all practice staff;
- 3) There should be a wide spread of membership in terms of age, gender and ethnicity in order to represent the patient community;
- 4) The Chair and Secretary will be elected annually.

3. Meetings

- 1) Meetings will take place at least four times per year. Additional ad hoc meetings and working groups may also meet when required;
- 2) Members will be invited in advance to submit items for the agenda – normally notice will be given one month prior to the meeting, and no later than two weeks before the meeting;
- 3) The agenda will be circulated to the members at least one week prior to the meeting;
- 4) Brief minutes of the meeting will be circulated within two weeks of the meeting taking place and will include actions and where appropriate, who is responsible for them;
- 5) Accuracy of minutes of previous meetings will be confirmed and amendments made where necessary, which will then be formally endorsed by the Chair;
- 6) The minutes will be available on the Practice website and in the waiting room;
- 7) Members will always use discretion, tact and diplomacy when discussing the Surgery and LSC meetings in public, and will generally promote the practice;
- 8) All members should respect the rules of confidentiality and not discuss personal or sensitive information outside of the meeting.

4. Quorum and Decision Making

- 1) A quorum will consist of 5 members
- 2) All decisions will be made in the best interests of the patients and practice
- 3) The PGG will aim, wherever possible, to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group.



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5. Ground Rules

Members will:

- 1) Not use the meetings as a forum for individual complaints and single issues;
- 2) Have open honest communications and a courteous exchange between individuals;
- 3) Be flexible, ask for help and support each other;
- 4) Demonstrate a commitment to delivering results as a group;
- 5) Understand that silence indicates agreement – speak up but always go through the Chair;
- 6) Listen to all views expressed at the meetings;
- 7) Ensure that there are no phone or other disruptions;
- 8) Start and finish meetings on time. Where the agenda is ‘full’, items will be allocated times, the Chair may use their discretion to defer items to future meetings if necessary;
- 9) Stick to the agenda;
- 10) Wherever possible raise issues for the agenda before the meeting – thus giving the practice sufficient notice to prepare responses;
- 11) Understand that items raised without notice at a meeting may need to be deferred to allow time for a response to be prepared;