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Joint Practice Manager – Miss Taya Cleghorn
Joint Practice Manager – Mrs Kirstin Frost

Terms of reference

The Patient Participation Group Terms of Reference

1. Group structure

- 1.1 London Road Surgery PPG will consist of no more 20 members drawn from the patient population at this organisation. Any member who leaves the organisation ceases to be a member of the group immediately.
- 1.2 The group will be comprised of officers and patients of the organisation with the following committee positions:
- Chairperson
 - Secretary
 - Organisation representative

Other positions may be added as deemed appropriate at the Annual General Meeting.

2. Meeting frequency and attendance

- 2.1 The PPG will meet on a quarterly basis; meetings must have in attendance at least four members if they are deemed to be quorate. 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.
- 2.3 Members are requested to adhere to the following etiquette:
- Submit apologies for non-attendance prior to the meeting
 - Be punctual
 - Be willing to voice opinions and contribute to discussions
 - Be able to attend meetings regularly
 - Promote the PPG
 - Read agendas and papers in advance of meetings
 - Be polite, objective and constructive in discussions and be aware of the Equality Act 2010 in those discussions
 - Be proactive and positive to both the PPG and the organisation
 - Be prepared to lead on agenda items
 - Be polite and respect the views of others
 - Turn off their mobile phone unless needed in an emergency
 - Acknowledge the vote of the majority and, should the vote be tied, that the chairperson may exercise the casting vote (optional)

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3. Face to face and virtual PPG

- 3.1 This organisation will operate a face to face and virtual PPG. Both are intrinsically linked and members of both groups will adhere to these terms of reference and sign the PPG Confidentiality and Declaration Agreement.

4. Aims of the PPG

- 4.1 The aim of the PPG is to establish and embed an effective relationship between the organisation team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 4.2 The PPG will work collaboratively with the organisation, on behalf of the patient population, ensuring the services of the organisation meet the needs and wishes of the patient group.
- 4.3 The organisation agrees to work collaboratively with the PPG on behalf of the patient population ensuring the members listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 4.4 PPG members will act as the information conduit between the organisation and the organisation population and the wider community, ensuring that all parties are aware of any issues or initiatives which affect or are likely to affect patients.

5. Specific activities

- 5.1 The PPG will obtain feedback from the patient population about the services delivered by the organisation. Members will review the feedback, informing organisation staff accordingly and identifying areas for improvement. This information will then be relayed to the patient population.
- 5.2 The PPG will promote the organisation 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.
- 5.3 The PPG will maintain a prominent presence online and within the organisation such as displaying pertinent information within the patient waiting areas. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the organisation.
- 5.4 The PPG will be involved in all areas of organisation development, relaying patient feedback and/or concerns and promoting organisation and ICB led health initiatives wherever possible.

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5.6 The PPG will liaise effectively with organisation staff, sharing information regarding issues that may affect both patients and staff while relaying issues identified by staff in order to improve service provision or raise patient awareness.

6. Committee responsibilities

6.1 In addition to the above, the chairperson is responsible for:

- Ensuring meetings are held on a regular basis
- Facilitating the AGM
- Ensuring all committee and group members adhere to the terms of reference

6.2 The vice chairperson is responsible for:

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

6.3 The secretary is responsible for:

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

7. Signatures

Signed on behalf of the organisation

Print full name	Taya Cleghorn – Joint Practice Manager
Date	20 February 2024