

FORUM HEALTH CENTRE

PATIENT PARTICIPATION GROUP (PPG) TERMS OF REFERENCE

Name of the Group: **Friends of Forum Health Centre (Hereinafter Referred to as the PPG)**

Membership & Appointment

This document is an outline of the formation of the PPG and as such should be treated as the rules of operation. **No further official document will be issued**; however, this document may be amended as necessary upon agreement between The PPG and Forum Health Centre.

The PPG will consist of a patients and employees of the Forum Health Centre Practice: The following officer members will be appointed:

CHAIR

VICE CHAIR (Subject to appointing someone, otherwise in the absence of the chair a nominated representative of the committee will chair the meeting)

SECRETARY (subject to appointment, otherwise each meeting either a nominated person will take the minutes or an employee of the Forum will act as minute taker)

And any additional officers the Group deems necessary at the meetings required to carry out the required activities.

1. The officers **should be re-elected annually**.
2. Officers have the right to resign their post at any time in writing to the Secretary

Should there be a need for a vote for the officer positions the meeting before the annual election (**September**) members will self-nominate and at the election meeting those present will vote in a secret ballot. Counters will be appointed at that meeting and the outcome of the ballot will be known at the end of the meeting. Should an officer resign or leave before the election meeting and the committee feel the need to appoint an officer prior to the election meeting than the same procedure should apply. The meeting prior to the election those interested will self-nominate and a ballot held at the next meeting.

PPG members will be drawn from the patient population of the **Forum Health Centre**. If a member leaves the practice they immediately relinquish their membership of the PPG.

For meetings to be quorate there must be: a minimum of four PPG members and **at least one** employee of the Forum Health Centre in attendance at the meetings those attending should notify the secretary or member of the Forum Health Centre to determine the likely numbers in attendance and whether there needs to be a cap should those wishing to attend exceed a safe number to accommodate:

Unfortunately where a conflict of interest becomes apparent, within the patient group, which would represent a clear conflict of interest the member would have to withdraw from that particular project.

Forum Health Centre in conjunction with the PPG, may change the structure of the Group should the need arise in order to meet the needs of patients. Any group Member, wishing to resign will notify the Chair who will notify PPG members.

Purpose of the Group: To give patients a voice in the organisation of their care.

- The PPG members may also be asked to consider and provide feedback on new ideas and suggestions. The PPG will contribute to practice decision-making and will consult on service development and provision; The PPG will provide feedback on patients' needs, concerns and Interests and challenge the practice constructively whenever necessary.
- From time to time Forum Health Centre may need to get the General consensus of all of the patients. This will be attained by designing a questionnaire, with the aid of the PPG members, which complies with data protection rules.
- Questionnaires will either be sent, by Forum Health Centre, to every patient, or administered by members of the PPG attending the practice and encouraging patients to complete a questionnaire. The Questionnaires will be returned to the PPG for appraisal, by a stated deadline. PPG will look at consistent grumbles & complaints about the practice and assess if anything practical could be done to provide an answer to the problems and at the same time help patients to understand the practice's point of view, where appropriate.
- Help the practice to organize or link into voluntary groups & support groups within the community
- Assist the practice in ways to identify ways of promoting good health, by encouraging and supporting activities and promotions on preventative medicine, within the practice.
- Assist the practice in identifying ways of influencing the provision of secondary healthcare and social care locally.
- Assist the practice in monitoring other services such as: hospital discharges and support when back in the community. Assist the practice in providing feedback to NHS trusts on consultations.
- Help the practice to communicate information about the community, which may affect healthcare.

Roles and Responsibilities:

All members will be able to submit items for the Agenda at least 10 days before the next meeting to the Chairperson or the Secretary or Practice Manager or his/ her Representative. The agenda will then be drawn up with the chair and Practice manager or their nominated representative and will primarily consist of items set by Forum Health Centre, as they will have; initiatives, practices & processes, on which they would wish to, engage the opinion of the patient population.

The Chair will open, direct the meeting and close the meeting. All contributions should be made through the Chair. If the Chair is unavailable the Vice Chair will be required to fulfil the commitments of the Chair (subject to the appointment of a Vice Chair)

Members of the PPG **may** be asked to act as representatives of the practice at functions and forums. The PPG will discuss the outcome of the survey to identify possible areas of concern and to determine ways that these concerns can be dealt with to the satisfaction of the patients and the practice and to collate all of the findings into one document, for distribution to everyone to whom it would be of concern.

Forum Health Centre **will obtain answers** or make decisions based on suggestions or requests from the PPG. In some cases The PPG members may liaise with other Local PPG Groups, where they exist. Forum Health Centre will provide the venue, Refreshments and equipment that may be needed during the meetings. If a topic is deemed to fall outside the scope of the PPG, it will be referred to the Management Team of Forum Health Centre.

Members are required to show respect to everyone attending the meeting. In extreme circumstances if a member consistently shows disrespect toward other members, the members may ask for a vote to request that the member is asked to comply with this requirement.

If the member fails to do this a second vote can be made to dismiss the member from the PPG. The member **can appeal** this decision by writing to the Management Team of Forum Health Centre.

Members of the PPG agree to be bound, by The Terms of Reference as defined in this document, by their acceptance of their position on the Group.

Record of the Meeting: The minutes will be taken by the Secretary (subject to the conditions and circumstance laid out on page 1). The minutes will be an abridged summary so that we keep the sense of what was agreed at the meeting. This summary will be distributed to all members of the PPG.

If anyone has any amendments that they believe need to be made these should be sent to the Practice Manager to be ratified, who if necessary will then ask the secretary to make any necessary amendments and re-issue the minutes that will need to be approved at the next meeting.

Where necessary a quarterly, or such other time frame as agreed by the PPG, newsletter will be produced, which will give an overview of the PPG activities and will be available to the patients of Forum Health Centre.

Frequency of the Meeting: The PPG will meet every two months. Most meetings will be held at Forum Health Centre. From time to time, there may be joint meetings with other Patient/ Management/ or Health Groups.

Attendance at Meetings: Only Patient Members and Forum Health Centre Members will be allowed in the meeting room, with the exception of those who have been invited to speak to the PPG. Facilities will be provided for companions or carers attending with members.

Reclamation of Expenses: From time to time PPG members may be required to travel to other units for research or discussion with other groups. In these circumstances expenses will be reimbursed; subject to prior agreement with Forum Health Centre. The PPG members will each be asked to complete an expense form where expenses have been agreed:

Claims for private car mileage will be paid at the current HMRC mileage rate of 45p per mile. Members will be notified if the rate changes. Train Tickets for second class travel will be reimbursed (receipt to be provided)

General Issues: The PPG is an **advisory committee**, representing patients, but also helping them to understand the practice's viewpoint. Many have specific attributes and experience that may benefit Forum Health Centre and at the same time improve the quality of the service for the patient population.

Obviously all PPG recommendations have to be submitted to Forum Health Centre for consideration. If any suggestions made by the PPG are deemed to be unsuitable, this will be returned to the PPG with an explanation and to be reconsidered.