



LEATSIDE SURGERY
PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

1. Group Name.

The group shall be called the PATIENT PARTICIPATION GROUP (the PPG) of the LEATSIDE SURGERY, TOTNES.

2. The Aims and Objectives of the PPG

- (1) To promote cooperation and communication between the Practice and the patients to the benefit of both and to do so without interfering or attempting to interfere with the running of the Practice;
- (2) To promote the interests of the members of the PPG and of the patients generally on matters relevant to the provision of healthcare;
- (3) To facilitate discussion and communication between patient members on the provision of healthcare and related matters;
- (4) To promote the interests of the PPG the Practice and patients generally, at meetings of the Moor to Sea Locality PPG Forum [the PPG Forum], and with the Moor to Sea Locality Commissioning Group, the South Devon and Torbay Clinical Commissioning Group [the CCG] and other relevant groups or organisations

3. Membership of the PPG

- (1) Membership will be open to all patients from secondary school age onwards **with an interest in practice matters and healthcare delivery**. Voting is restricted to patients aged 16 years and over who are registered with the Practice. There will be no membership fee;
- (2) All patients are invited and encouraged to attend meetings of the PPG and register to be included in the PPG circulation list.



4. Organisation

- (1) The communication for the PPG will as far as possible be conducted using the practice website, social media, e-mails and notices displayed within the Health Centre;
- (2) The activities of the PPG will be organised by a Committee and supported by the practice. **Subject to numbers Committee membership is open to any patient of the surgery who is a member of the wider PPG and volunteers their services.**
- (3) Meetings of the Committee will be attended by members of the practice management team and a clinician.
- (4) The Committee shall hold meetings hosted by the surgery at intervals of three months or thereabouts with the intervals varying as required and agreed by the Committee.
- (5) Other patients, partners or members of the practice staff may, from time to time, be co-opted onto the Committee.
- (6) The Committee will be chaired by the elected volunteer member who will also be the Chair of the PPG.
- (7) The PPG will be represented on the Moor to Sea Locality PPG Forum and/or on any relevant forum or group by the Chair or by a seconded volunteer member of the Committee.
- (8) The practice will provide the PPG and the Committee with reasonable administrative assistance.
- (9) All volunteer members of the Committee will respect the confidentiality of patients whether members of the PPG or not. Before assuming their duties, they will sign an undertaking not to divulge confidential patient or other personal information howsoever that information may have come to their knowledge.

5. Activities

The aims and objectives of the PPG (as set out in section 2 above) are wide ranging. The core activities of the Committee will include:

- (1) Keeping itself informed of Practice decisions and, insofar as it may be appropriate for lay volunteers to participate, contribute to the making of those decisions;
- (2) From time to time carrying out patient surveys by way of questionnaires to the selected panel and others so as to establish the views, preferences and ideas of patients on matters relevant to their health and care and then to place the results and any



recommendations before the Practice and, if appropriate other bodies;

- (3)** Producing a Newsletter at intervals or on occasions agreed by the Committee and making the same available to patients on the Practice website, other social media as decided, in the surgery waiting room and by e-mail;
- (4)** Ensuring as far as possible that information and advice relevant to the PPG and patients is readily available and clearly displayed within the Surgery.
- (5)** Keeping itself informed of the activities and decisions of the Moor to Sea PPG Forum, the Moor to Sea Locality Commissioning Group and the CCG and considering how those decisions may impact on the Practice and its patients. Thereafter making any representations or recommendations that may appear to be necessary to further the aims and objectives of the PPG. Cooperating with and assisting the Moor to Sea Locality Commissioning Group and/or the CCG with any survey that those bodies might undertake or require to be undertaken and encouraging patients of the Practice to respond;

6. Complaints

- (1)** For the avoidance of doubt the role of the PPG is not to process specific complaints against the Practice and should any member be in receipt of such shall refer the complaint or complainant to the surgery and provide assistance to do so if asked. All such complaints will be dealt with in accordance with the established protocol a copy of which can be obtained from the Practice Manager.
- (2)** The Committee would consider complaints, having been informed of:
 - (a)** Concerns not involving personal medical matters; and
 - (b)** Complaints concerning the provision of services within the NHS but outside the Practice.
- (3)** Whenever the fact or substance of a complaint is communicated to the Committee or to a volunteer member of the Committee the identity of the complainant will not be revealed unless and until the practice has obtained the complainant's explicit permission to reveal his or her identity.
- (4)** Neither the PPG itself nor its members are concerned with clinical judgements and its activities and purpose are as defined in Para. 5 and focus around procedure and/or process.



7. Service positions/officers.

- (1)** The Committee shall elect a Chair and a Vice Chair, each will serve for 12 months from the date of election, extended if mutually agreed, to a further maximum of 12 months.
- (2)** The Chair will be the point of contact between the Committee, as well as the wider PPG membership and the surgery.
- (3)** The Chair will also represent the PPG at the PPG Forum, the Locality Commissioning Group, the CCG and any other body or organisation that has occasion to contact or communicate with the PPG.
- (4)** The Chair will represent the PPG at any meetings at which PPG or patient representation is invited.
- (5)** If for any reason the Chair is absent the Vice Chair shall act in place.

8. Meetings.

- (1)** A quorum will comprise the Chair (or Vice Chair) plus two Committee members.
- (2)** To be carried all elections by and all decisions of the Committee will require the support of a simple majority of those present.
- (3)** An extraordinary meeting may be convened with the agreement of the Chair and two members.