

Orchard Surgery Patient Participation Group (PPG)

Terms of Reference

PPG Aims/Purpose

- To facilitate good relations between the surgery and patients by communicating the experiences, interests and concerns of patients.
- To discuss topics and explore ideas that can improve the patient experience and smooth running of the surgery including current procedures and proposed new developments.
- To establish a two-way communication between the surgery and the PPG members, acting as a sounding board for surgery representatives on issues affecting patients.
- To understand what services are available both at the surgery and other local organisations for the benefit of patients.

PPG Membership

- Membership of the PPG is open to anyone who is registered with Orchard Surgery aged 16 or over and their carer (who may be registered elsewhere).
- The PPG will endeavour to represent the diverse patient profile of the surgery, however, membership will be self-nominating.
- The PPG will have no more than 12 members, anyone wishing to join after this number has been achieved can join a waiting list.
- Members of the PPG will always adhere to The Code of Conduct.
- A Chair and a Secretary will be elected annually, any member of the PPG is able to stand as Chair/Secretary and can be re-elected after a year.
- The role of the Chair is to provide the link between the PPG and Orchard Surgery.

PPG Meetings

- The PPG will meet formally with the surgery 4 times a year.
- The PPG will meet on their own an additional 4 times a year enabling time to prepare for the full meetings and inviting speakers from local organisations.
- PPG members and Surgery Representatives can contribute agenda items, the agenda will be agreed by the Chair, Secretary and the Business Manager.
- The Business Manager and a GP will attend the full quarterly PPG meetings.
- Apologies for absence should be sent to the Chair or Secretary prior to the meeting. In the absence of any apologies, any member not attending for 3 consecutive meetings will be deemed to have resigned from the PPG.
- Decisions shall be reached by consensus among those present. If a vote is required, decisions will be made by simple majority of those present and in the event of a tied outcome the Chair will have the casting vote.
- Meetings will be held in the meeting room at Orchard Surgery where possible.
- Meetings will not overrun the allocated time.

- In the absence of the Chair, a PPG member will be nominated (by mutual consent) to chair that meeting.
- Minutes from the meeting will be published on the Surgery website, however, any confidential or sensitive information will be redacted.

Code of Conduct

We shall:

- Listen and respect each other's views.
- Have open and honest discussions in line with our Terms of Reference principles.
- Respect confidentiality at all times.
- Allow others to speak without interrupting.
- Arrive on time for meetings.
- Respond to meeting invitations.
- Not use the PPG for personal agendas, complaints or medical issues.
- Discuss feedback affecting a number of patients and not based on a single patient's feedback.
- Not tolerate any form of discrimination or harassment and understand that any unacceptable behaviour will result in member/s being removed from the PPG.

Privacy

- It is important to work together to protect everyone's privacy and ensure everyone's details are not used in ways they wouldn't reasonably expect.
- We shall not pass PPG member contact details onto other people without specific consent.
- We shall not use them for anything other than group business without specific consent.
- If someone leaves the PPG, everyone will delete their details and vice versa, unless specific consent is given to keep them.
- We will not put other people's contact details on group publicity without specific consent.

These Terms of Reference were discussed, agreed and adopted by Orchard Surgery PPG on 13/03/2024.

The Terms of Reference will be reviewed annually.

Review next due: March 2025

Signed:

Dilys King

PPG Chair

