

Orchard Surgery Participation Group (PPG)

Terms Of Reference

PPG Aims/Purpose

- To facilitate good relationships between Orchard Surgery and its 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 Orchard Surgery, including current procedures and proposed new developments.
- To establish a two-way communication between Orchard 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 adhere to The Code of Conduct.
- A Chair and 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 Orchard Surgery representatives 4 times a year.
- The PPG will meet on their own when necessary and to prepare for the full quarterly meetings.
- PPG members and Orchard Surgery representatives can contribute agenda items, the agenda will be agreed by the Chair, Secretary and the Surgery Business Manager.
- The Business Manager and a GP will attend the full quarterly meetings.
- Apologies for absence should be sent to the 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 the meeting.
- Minutes from each meeting will remain confidential (in line with signed confidentiality agreements), however, a summary will be produced from each quarterly meeting which will be available publicly.

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.
- Always respect confidentiality.
- 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, nor shall we 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/Code of Conduct were discussed, agreed and adopted by the Orchard Surgery PPG on 06/03/2025.

The Terms of Reference will be reviewed annually.

Review due: March 2026.

Signed:

Rob Sandles-Bowles

PPG Chair