**Terms of Reference of the** **New Road Surgery Patient Participation Group (PPG)**

The Group shall be called the New Road Surgery Patient Participation Group.

**1. Aims of the Patient Participation Group (PPG)**

1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.

1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.

1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

1.4 To act as a representative group to support the practice and influence local provision of health and social care.

**2. PPG Structure and Membership**

2.1 Membership of the PPG shall be open to all registered patients or their carers. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

2.2 Removal of a patient from the patient list will mean that they, or their carer, will cease to be a member of the PPG.

* 1. The PPG will be non-political and non-sectarian, and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act. (See Appendix 3: Equality Act)
  2. All members of the PPG, VPPG and PPG Steering Group will follow the PPG Code of Conduct (see Appendix 1: PPG Code of Conduct).
  3. The current PPG is predominantly made up of Virtual Patient Participation Group (VPPG) members and a small number of patients who are unable to be contacted via virtual methods. These PPG members have been written to invite them to join the PPG Steering Group and to update their preferred method of contact.
  4. The VPPG is made up of patients who have provided their email address in order to receive information about the PPG Steering Group activities and to feedback to the PPG/practice/PCN via for example, surveys. The PPG Steering Group will contact the VPPG in order to obtain their views on specific matters.
  5. The PPG Steering Group will be made responsible for liaising with both the VPPG and the wider PPG to ensure that no one is excluded. There will be a standing item on the PPG Steering Group agenda reporting any key themes, issues or suggestions that have been identified by any PPG or VPPG member. Notwithstanding the above, any patient may send views and suggestions directly to the PPG Steering Group as long as they adhere to the PPG Code of Conduct (see Appendix 1: PPG Code of Conduct).
  6. All PPG Steering Group members and any PPG/VPPG members who are able to volunteer at the practice will also sign and abide by the Confidentiality Agreement (see Appendix 2: PPG Confidentiality Agreement).
  7. All PPG members have been invited to join the PPG Steering Group. The Steering Group shall elect officers. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Steering Group meetings on a proposal from the PPG.
  8. The PPG Steering Group shall hold regular meetings. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG Steering Group meetings without sending apologies may be deemed to have resigned.
  9. The PPG Steering Group will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.
  10. The PPG Steering Group shall normally not exceed ten members. Between the Steering Group meetings, the Steering Group PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

**3. Management of the PPG Steering Group and the Virtual PPG**

1. The PPG Steering Group shall meet either face to face or virtually four times a year. The PPG Steering Group may also meet more regularly for planning purposes and liaison with the practice staff if required.
2. In the absence of the chairperson, those members who are present shall elect an acting chairperson from among the attendees.
3. Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the secretary or chairperson prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the PPG Steering Group. The resulting vacancy can be offered to another registered patient.
4. The PPG Steering Group may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
5. Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the chairperson may exercise a casting vote in addition to their deliberative vote. Consideration of the views of members of the VPPG should also be taken into account;
6. The secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG Steering Group and subsequently be sent to members of PPG and VPPG and made available to all via email, the PPG area of the practice website or hard copies available on request in the practice.

**5. Confidentiality**

All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in the practice or consulting with other patients or members of the public should sign and return a copy of the practice's Confidentiality agreement before undertaking any such activity. Agreement (see Appendix 2: PPG Confidentiality Agreement).

**6. Code of Conduct**

All PPG members must abide by the PPG Code of Conduct (see Appendix 1: PPG Code of Conduct). Failure to do so will result in the patient being removed from the PPG.

**7. Activities of the PPG**

As required in the Standard General Medical Services Contract 2022 sections 5.2.1 to 5.2.6, the practice and PPG will:

1. Establish and maintain a group known as a “Patient Participation Group” comprising some of its registered patients
2. Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
3. Make reasonable efforts during each financial year to review the membership of its Patient Participation Group in order to ensure that the Group is representative of its registered patients
4. Engage with its Patient Participation Group, at agreed intervals throughout each financial year, to obtain feedback, in an appropriate and accessible manner, about the services delivered by the Contractor
5. Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
6. make reasonable efforts to implement such improvements to the services delivered by the Contractor as are agreed between the Contractor and its Patient Participation Group.
7. Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
8. Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
9. Communicate information which may promote or assist with health or social care.
10. Explore overarching ideas and issues identified in patient surveys.
11. Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
12. Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
13. Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
14. Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

**8. Signed agreement**

These Terms of Reference were adopted by New Road Surgery PPG Steering Group at the meeting held at New Road Surgery on 11th July 2022 and may be reviewed according to emerging needs.

Signed by:

………………………………………………………………

PPG Steering Group Acting Chairperson

Dated ……………………

And

Dr Kevin Barrett signature

Dr Kevin Barrett, New Road Surgery GP Partner

Dated: 12th July 2022

**Appendix 1**

**PPG Code of Conduct**

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act (see Appendix 2)

All Members of the PPG (including the Virtual PPG) make this commitment:

1. To respect practice and patient confidentiality at all times.
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
3. To be open and flexible and to listen and support each other.
4. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
5. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
7. Otherwise to abide by principles of good meeting practice, for example:
8. Reading papers in advance
9. Arriving on time
10. Switching mobile phones to silent
11. Allowing others to speak and be heard/respected

**Appendix 2**

**PPG Confidentiality Policy and Declaration Agreement for Volunteers**

1. **Introduction**

This policy shall apply to all volunteer members of the Patient Participation Group (PPG).

Volunteers shall normally be considered to be those individuals who are not bound to the practice by contract of employment or any other form of contract. Practice staff who have, at any moment in time, responsibility for the conduct and discipline of volunteers within the bounds of the practice shall be required to comply with this policy in relation to ensuring confidentiality awareness in any situation which may arise.

1. **Confidentiality**

* All information held at the practice about patients is deemed confidential whether held electronically or in hard copy.
* All information about the practice, including financial and staff records, is also deemed confidential whether held electronically or in hard copy.
* Volunteers should not have direct access to confidential information held by the practice. This includes any information concerning an identifiable patient (or a patient who could potentially be identified on the basis of the confidential information). Access to any such information is only permissible with the written authorisation of the patient concerned or their authorised representative.
* If during the course of his or her activities within the surgery a volunteer overhears or otherwise comes by confidential information, the facts will, as soon as is reasonably practicable, be referred to the Practice Manager or other authorised person within the practice and that information will not be disclosed to any other person.
* If a situation arises where a patient contacts the PPG member directly, the code of conduct and confidentiality agreement must be adhered to.

1. **Definitions**

For the purpose of this policy the definitions of the following key words shall apply:

* *Confidential:* something that is intended to be kept secret, classified, restricted or suppressed; something that is personal, private and trusted.
* *Safeguarding:* protecting the safety and welfare of vulnerable individuals such as children and young people and those with a learning or mental or intellectual impairment.

1. **Policy – Induction of Volunteers**

* At the point of being accepted as a prospective volunteer, an authorised member of practice staff shall brief the volunteer on the contents of this Confidentiality Policy and of its paramount importance to the business of the practice, staff and patients alike.
* Prior to commencing any authorised activity or duties within the practice, an authorised member of practice staff shall also ensure that the volunteer has read and understood the document titled 'Guidelines for Volunteers - Confidentiality' (below) and is aware of their safeguarding obligations.
* The authorised member of the practice shall then ensure that the volunteer is committed to complying with this policy and also with the Confidentiality Guidelines and is advised of the disciplinary consequence of failing to do so. Breaking the Data Protection Act could have legal implications and would mean that the volunteer could no longer continue in that role.
* A volunteer and PPG member who satisfies the preceding elements of this policy shall then be invited to sign a declaration in the presence of the authorised member of practice staff.

1. **Responsibilities**

* Any safeguarding issue must be reported immediately to the Practice Manager.
* All information relating to practice staff and patients shall be considered confidential at all times. This information may be spoken, documented, or electronically stored, transmitted or displayed on any kind of electronic device.
* All information relating to a patient’s identity, presence at and/or reason for visiting the practice, even within the physical boundaries of the practice (including any area occupied by an associated activity, for example, a pharmacy) is equally confidential. This extends to the identity of anyone accompanying the patient at the time of said visit.
* Any unauthorised disclosure is a breach of confidentiality and may be regarded as an absolute disqualification from volunteer status.

**Guidelines for Volunteers – Confidentiality**

1. Discuss your activities with an authorised member of practice staff on a “need to know” basis.
2. Such discussions should be discreet and in private.
3. Oral reporting of your activities should be conducted in private (e.g., with the Group Chairperson/Practice Lead) or, when it is a part of discussion at public meetings, you should have due regard for discretion and confidentiality.
4. When requesting information from a patient in the Patient Waiting Room, such conversation should be conducted as quietly and discreetly as possible with voices directed away from others who might hear.
5. Where it is easier for the patient to fill in a questionnaire or form they should be invited to do so, but vigilance is then required to ensure that their feedback is not seen by others or lost.
6. Questionnaires, or other forms, completed in the Patient Waiting Room or elsewhere and containing personal details shall be confidential and shall remain in the custody of the volunteer until handed over to the designated member of staff for that activity.
7. When using a phone or other electronic device, make sure that any other conversations within the practice cannot be accidentally transmitted at the same time.
8. During authorised use of computer systems, always ensure that all access codes and passwords are safeguarded.
9. When responsible for a Personal Computer (PC) terminal or Visual Display Unit (VDU) screen, always ensure that the screen is only visible to you, the user. Where necessary, isolate the PC terminal or VDU screen by shutting and locking any access doors. Always log off before leaving the PC/VDU unattended.
10. Always ensure that paper waste containing confidential information is completely cleared away and disposed of safely by shredding on site.
11. Always ensure that any computer accessories you need are owned and screened by the practice prior to use. Privately owned devices must not be used.
12. Do not use practice equipment for own use.
13. Volunteers shall not:

* Behave contrary to the preceding guidelines/ best practice.
* Disclose confidential information to any unauthorised persons.
* Copy confidential information for any unauthorised use or reason.
* Remove confidential information from the practice premises.
* Take custody of confidential information when not authorised to do so.

**Confidentiality Policy**

**Declaration Agreement for PPG** **members**

First name: Last name:

I have read and understood the Confidentiality Policy and Declaration Agreement for PPG members.

I confirm that I have been briefed by an authorised member of the PPG Steering Group or practice staff and have had the opportunity to ask any clarifying questions.

I undertake to always be aware of the nature and importance of confidentiality and understand that the consequence of any breach associated to me may mean the termination of my PPG member status within the practice.

**Dated: Signature:**

**Last name: (printed)**

Declaration by the authorised member conducting the briefing

First name:

Last name:

I confirm that I have briefed this PPG member in accordance with the Confidentiality Policy and Declaration Agreement for Volunteers.

**Dated: Signature:**

**Last name: (printed)**

**Appendix 3**

**Equality Act 2010**

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](http://www.homeoffice.gov.uk/equalities/equality-act/)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

* age
* [disability](https://www.gov.uk/definition-of-disability-under-equality-act-2010)
* gender reassignment
* marriage and civil partnership
* pregnancy and maternity
* race including colour, nationality, ethnic or national origin
* religion or belief
* sex
* sexual orientation

https://www.gov.uk/discrimination-your-rights

<https://www.gov.uk/guidance/equality-act-2010-guidance>

<https://www.legislation.gov.uk/ukpga/2010/15/section/4>