

Patient Participation Group Constitution / Terms of Reference

Aims

- To represent the patients of the surgery, and represent their wishes/views to the surgery.
- To be a point of contact for the surgery in matters for joint consultation.
- To assist with issues and requests raised by surgery staff when the PPG is in an appropriate position to help

Functions

- Patients supporting patients, both by representing them as part of the Group in consultation issues, and by organising educational meetings for patients in co-operation with the medical professionals.
- To support the surgery professionals in decision-making, where appropriate
- To be a conduit for patients' views and hence enable better communication between Practice and Patients.
- Fundraising, in order to support the above functions.
- To co-opt guests with professional specialist knowledge where the need is identified for particular activities.

Membership

- Membership is on a voluntary basis
- The PPG has two types of membership: Face to Face Committee and Virtual. Membership is open to all registered patients who express an interest in belonging to the Group either as a member of the Face to Face committee or as a virtual member.
- Virtual membership can be a holding position for those wishing to become Face to Face Committee members when no positions are available.
- The Face to Face Committee will consist of twelve patients plus at least one representative from the surgery. The Practice representative can be any member of the practice and could be on a rotational basis.
- Virtual Members' responsibilities and Face to Face Committee membership, election and responsibilities are detailed below.

Responsibilities of Virtual Members

- To keep the Virtual Coordinator informed of any issues that the virtual member wishes raised at the steering group meetings.
- To keep the Virtual Coordinator informed of any changes in email address.
- To be willing to be called upon if needed for assistance in events for the surgery and its patients.
- To act as the eyes and ears for the Face to Face committee.

Responsibilities of Face to Face Committee Members

- Attendance at meetings. If unable to attend to ensure that apologies are given
- If a member of the Face to Face Committee fails to attend for 75% of meetings in one year without having given due cause they will be asked to leave the Group, but can become virtual members.
- The practice representative who attended the last meeting must agree the minutes are a true account if they are not attending the following meeting.

Responsibilities of Surgery to Group.

- To provide a representative of the surgery to be part of the Committee.
- To provide a meeting place.
- To provide administrative support when needed.
- To provide feedback, usually via the Practice representative.
- To provide a Liaison officer, e.g. receptionist, Practice manager, etc, who need not be part of the Group itself but who can be another point of contact.
- To provide a space for the PPG to advertise (noticeboard)

Roles, Responsibilities and Election of Face to Face Committee Members

1. Term of Membership

Members will serve on the steering group for three years but can be re-elected in the event that there are no others wishing to take a place on the steering group.

2. Chairman

- organises meetings.
- organises reminders for meetings.
- co-ordinates group functions and acts as chair for meetings.
- collects views and opinions of members, and discussion points for agenda.
- Elected on a 3 year term then can stand for re-election

3. Minute-taker

- takes draft minutes and sends them to the Chair and Surgery Representative for review and distribution

4. Virtual Members Coordinator

- serves as a link between the Steering Group and all patients wishing to be part of the virtual PPG.
- maintains records of all patients wishing to be part of the virtual PPG.
- ensures that members of the virtual PPG are kept informed and their views are relayed to meetings of the core group.

5. Treasurer (Appointed by the group when and if needed).

- responsible for paying in funds to Group account and organising withdrawal of money as decided by the Group.
- responsible for maintaining records of accounts and finances.

Face to Face (F2F) Committee Meetings

- To be held at the Surgery.
- One meeting every 8 weeks.
- Notice of meetings to be issued at least 2 weeks beforehand.
- Reminders to be issued in the week preceding each meeting, either by phone or by email and poster.
- Extraordinary meetings may be called when needed by any member of the Steering Group in liaison with the Chair.

Resources

- If any fundraising events are carried out a treasurer will be appointed and a financial account will be held at a bank in the name of the Group.
- There should be 3 signatories (non-related people). The three signatories should be current Group members, including the Treasurer and Chair. Two signatures will be needed for any cheques or withdrawals.
- Donations and fundraising monies must be placed in the account by the Treasurer within 1 week of receipt.
- Copies of bank statements and receipts to be made available to any member upon request, and in any case, provided by the Treasurer at the end of each financial year.
- Use of financial resources to be made by majority agreement of the Group.

Face to Face Group Etiquette

- Respect should be shown to all parties, and respect for their privacy maintained outside the Group.
- Confidentiality - members should not discuss privileged confidential information with non-members.
- Allow others to speak, take turns in speaking.
- Contact details of members may be shared among the Group, if the member or virtual member has indicated their agreement but may not be shared otherwise or with non-members.
- If a Group member has noticed a general problem with the Surgery, which might invite constructive comments from the Group, it may be aired within the Group. However, specific personal complaints must not be brought to the Group, but should be dealt with in the normal manner. The surgery Representative should not be expected to deal with individuals' medical matters within the Group. All Group members must be aware of their privileged position and should not abuse it by requesting favors or otherwise. Anyone found abusing their position will be asked to leave the Group.
- The constitution may be amended by a majority vote. One vote is allocated for each listed member of the Group.
- Decisions can be taken by a majority vote of the members present at any meeting, except for changes to the constitution, Chair, Secretary or Treasurer.
- Changes to Constitution, Chair, Secretary or Treasurer will require a consultation with all members of the steering group.

M G TINDALL
Chair
Plas Meddyg PPG
15 Sep 21