

Wem and Prees Medical Practice Patient Participation Group (PPG)

TERMS OF REFERENCE

Aim

The aims of the Patient Participation Group are to work in partnership with the practice to:

- Create a resilient future for our patients and practice
- Achieve a healthier community

Purpose

The PPG will provide information, support and guidance relating to the 5 key themes of the practice's strategy:

1. Health Community – providing a patient perspective on how best to reduce health inequalities and improve health outcomes for people living in Wem and Prees
2. Connected Person-Centred Care – helping the practice ensure that patients have a good experience of healthcare which meets their needs
3. Evidence-Based Decision Making – helping gather and assess information about how patients experience our services to inform the design of practice services
4. Responsive & Adaptable Organisation – helping to review practice structures and systems to ensure that they always focus on the needs of patients
5. Diverse, Engaged & Empowered Workforce – helping us create a practice that will attract local talent and create secure jobs and career development opportunities for people living in Wem and Prees.

Key Roles

The PPG will play a key role in the following:

- Providing regular feedback on services, plans and activities
- Assisting with the review of the annual patient survey and friends and family feedback and agreeing actions in response
- Designing, implementing and reviewing bespoke practice surveys to gather information about wider patient views
- Meeting with and providing feedback to CQC inspectors
- Facilitating links with voluntary groups and services within the community to encourage partnership working

- Providing up to date material for any PPG noticeboard and the PPG page on the practice website
- Providing peer support to other patients – promoting healthy lifestyle choices, self-care and understanding of long-term health conditions
- Helping with and organising health promotion events and improving health literacy.

Membership

- Any patient registered with Wem and Prees Medical Practice may apply to be a member of the PPG
- The group will strive to be inclusive and reflective of the patient demographic of the practice and will monitor and seek to address underrepresentation where this is identified
- The maximum number of patients in the group is 20
- The PPG will elect a Chair, a Vice Chair and a Secretary to run meetings and guide the work of the group
- The PPG Chair, Vice Chair and Secretary will be elected for a 36-month period following which they will step down and may seek re-election.
- Nominations will be sought for a further 36-month term in office for the positions of PPG Chair, Vice Chair and Secretary
- Any member of the PPG can put themselves forward to be the Chair or Vice Chair at election time
- Members must attend a minimum of 4 meetings a year. Failure to do so will mean that they are eligible for removal from the PPG at the discretion of the remaining PPG members by means of a ballot. They will be informed of this removal.

Meetings

- The group will meet six times a year on the following dates:
 Thursday, 30 January 2025
 Thursday, 27 March 2025
 Thursday, 29 May 2025
 Thursday, 31 July 2025
 Thursday, 2 October 2025
 Thursday, 4 December 2025
- Meetings usually take place on an evening between 6.30pm and 8pm
- Notices of meetings and minutes will be displayed on the PPG notice board in the waiting room and on the website, and members will be alerted via email
- Agendas will be organised by the PPG Chair, Secretary and practice staff
- All PPG members will be invited to submit items for inclusion on the agenda.

PPG Member Commitment

- The PPG member will attend at least 4 out of the scheduled 6 PPG meetings per-year
- All PPG members will agree and comply with the agreed **Ground Rules** during PPG meetings
- PPG members will be active in promoting and delivering PPG objectives.

Wem and Prees Medical Practice Commitment

- A member of the management team or other delegated practice staff member will attend all PPG meetings
- Wem and Prees Medical Practice will consider all recommendations received from the PPG and provide feedback on actions taken in response
- Wem and Prees Medical Practice will keep the PPG informed of service developments and bring them for discussion at PPG meetings, including how the wider practice population can get involved in these discussions.

Ground Rules

All PPG members make an active commitment to the following Ground Rules:

- The PPG meeting is not a forum for individual complaints and personal issues
- Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion
- Open and honest communication applies to all
- All views are valid and will be listened to
- Be flexible, listen, ask for help and support each other
- No phones or other disruptions during meetings
- Respect the practice and patient confidentiality at all times
- Discrimination on any grounds will not be tolerated
- We will work in an inclusive way, valuing diversity in its widest sense
- Demonstrate a commitment to delivering results as a group
- Members of the PPG must not share or circulate confidential information discussed in meetings outside of the group without the express consent of Wem and Prees Medical Practice
- Failure to follow the rules may result in members being removed from the PPG
- We are committed to operating the PPG in line with the practice values of collaboration, integrity, quality, respect and wellbeing

Communications

- The PPG does not speak on behalf of the Practice or represent it
- The PPG Terms of Reference will be available to any patient registered at the practice upon request to either the practice or the PPG
- Minutes of the PPG meetings will be available to all patients of the practice, either via a PPG noticeboard in the waiting room or on the PPG pages of the website
- Any PPG member undertaking activities on behalf of the practice e.g. attending an event or carrying out consultation activities, will clearly identify themselves and their role as part of the PPG

Approval

- These Terms of Reference were approved by the Patient Participation Group in their meeting on Thursday, 27 June 2024.

Review

These terms of reference will be reviewed annually.