

Patient Participation Group Terms of Reference Abbey Medical Centre Kenilworth

1. Group structure

- 1.1 Abbey MC PPG has a limit of 30 members. Any member who leaves AMC ceases to be a member of the group immediately.
- 1.2 The group will comprise of staff and patients of the Practice, with the following committee positions:
 - Chairperson
 - Secretary

Other positions may be added as deemed appropriate.

2. Meeting frequency and attendance

- 2.1 Abbey MC PPG will meet on a quarterly basis; meetings must have in attendance at least four members if they are deemed to be quorate. To maintain momentum within the PPG, The Chair will contact members who do not either attend meetings or give feedback on Minutes, to see if they wish to continue to be a PPG member. Some longstanding patients may still be PPG members, but may have stepped back from engaging due to changes in personal circumstances.
- 2.2 The Chairperson and Practice Manager will meet at least 4 times per year (usually one week before each quarterly meeting) in order to jointly set the agenda. PPG members can submit topics for discussion before the agenda is sent out.
- 2.3 Members are requested to adhere to the following etiquette:
 - Submit apologies for non-attendance prior to the meeting
 - Attend meetings punctually
 - Be prepared to discuss items on the agenda for which they are the lead
 - Respect the views of others
 - Be polite
 - Maintain confidentiality and sign **The Confidentiality Agreement**

3. Virtual PPG

- 3.1 Abbey Medical Centre PPG will meet on **Teams** for the foreseeable future. Members will be expected to treat information with confidentiality when directed to do so.

4. Aims of the PPG

- 4.1 The aim of the PPG is to establish and embed an effective relationship between the staff at Abbey MC and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 4.2 The PPG will work collaboratively with The Practice, on behalf of the patient population, ensuring the services of AMC meet the needs and wishes of the patient

group. Members will also help to establish, and run, any projects that will enhance patient experience.

- 4.3 AMC agrees to work collaboratively with the PPG on behalf of the patient population ensuring they listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 4.4 PPG members will act as an information conduit between The Practice, the patients and the wider community, ensuring that all parties are aware of any issues or initiatives which are, or are likely, to affect patients.

5. Specific activities

- 5.1 The PPG will obtain feedback from the patient population about the services delivered by Abbey MC. Members will review the feedback, informing practice staff accordingly and identifying areas for improvement.
- 5.2 The PPG will promote the surgery at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.
- 5.3 The PPG will maintain a prominent presence on AMC website and in the organisation waiting room, displaying pertinent information. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of The Practice.
- 5.4 A member of the PPG (usually the Chair) will represent Abbey MC at PCN meetings and at SWPE meetings, therefore enabling the PPG to keep up-to-date with local and National initiatives.
- 5.6 The PPG will maintain confidentiality at all times, and will abide by the **Confidentiality Policy** and will speak to the Practice or Operations Manager with any concerns or queries.

6. Committee responsibilities

- 6.1 In addition to the above, the **Chairperson** is responsible for:
 - Ensuring meetings are held on a regular basis
 - Setting the agenda after discussion with The Practice Manager
 - Ensuring all committee and group members adhere to the Terms of Reference
 - Amending and sending out the minutes after practice staff check them for factual accuracy
 - Ensuring The Minutes are available on the AMC website
 - Retaining a record of all decisions made at meetings
 - Retaining all PPG meeting administration effectively and securely
 - Recruiting suitable new members and ensuring that they are aware of their commitments and responsibilities
 - Setting up Working Groups to initiate and organise new projects, and overseeing existing projects

- Meeting with Practice Staff on a regular basis and attend general staff meetings at AMC when asked to do so

6.2 The secretary is responsible for:

- Taking the minutes of the quarterly meetings and sending them to the chairperson

Please sign to confirm you agree to the above Terms of Reference

Name _____

Signed _____