**TERMS OF REFERENCE**

1. **NAME OF GROUP**

The name of the group will be determined by the name of the Surgery.

1. **ASSOCIATION**

The PPG is affiliated to the National Association for Patient Participation (N.A.P.P.).

1. **AIMS AND OBJECTIVES OF THE GROUP**
   1. To promote co-operation between the Practice and Patients to the benefit of both.
   2. To support and build a two-way relationship between Patients and the Practice.
   3. To advise on the developments and the continual improvement of the Practice, undertaking fund raising activities where appropriate.
   4. To seek out and listen to the views of Patients, carers and staff, especially those individuals and groups whose voices are not usually heard.
   5. To raise issues for consideration which are evidence based and which demonstrate that they are a matter of wider concern.
   6. To establish effective linkages and networks with other relevant Patient Participation Groups, Healthwatch and Clinical Commissioning Groups. (CCG)
   7. To be kept informed of the Practice policies relating to the CCG to which it belongs. The PPG may express opinions on these policies on behalf of the Patients.
   8. To be involved, where required, in Care Quality Commission (CQC) inspections.
   9. To consult with the Practice on service development and provision and assist in the assessment of community medical needs based on information received through Patient feedback and surveys.
   10. To contribute to and be kept informed of Practice decisions.
   11. To advise the Practice on the education needs of the community by encouraging and supporting activities within the Practice to promote preventative medicine and healthy lifestyle choices.
   12. To produce Newsletters informing patients of the work of the Practice and activities of the PPG. The Newsletter will be distributed by email and through the post where necessary and will be made available in the surgery and on the Practice/PPG web page.
   13. To seek to ensure that Patient information and advice is readily available and clearly presented.
   14. To represent patients at the Practice in seeking to influence local provision of the health and social care.
   15. To promote better understanding of patients rights e.g.  medical records, how to access them, book appointments, prescription repeats via website etc.

Whilst these are the initial aims and objectives of the PPG they are open to change and discussion by the PPG and the Practice to ensure continual development and improvement.

The PPG is not for the airing of individual member’s specific problems or complaints. These must be addressed through the complaints mechanisms established within the Surgery, or with the Practice Manager.

1. **MEMBERSHIP OF THE GROUP**
   1. Membership of the PPG shall be open and free to all registered Patients.
   2. Any Patient expressing an interest in the PPG is allowed to join.
   3. Removal of a Patient from the Practice list, for whatever reason, will disqualify continuing membership of the PPG.
   4. The Practice and the PPG may approach individual Patients for potential membership.
2. **ACTIVITIES OF GROUP**
   1. seeking feedback from Patients on service development and provision to inform and influence Practice decision making, ensuring services are responsive and continuously improve.
   2. to provide feedback to general enquiries in an understanding and helpful manner.
   3. to record all communication from Patients in line with the Practice’s Confidentiality Policy and to report such information to the Practice.
   4. being a ‘supportive friend’ to the Practice by providing feedback on Patients’ needs, concerns and interests and challenging the Practice constructively whenever necessary.
   5. supporting the Practice to communicate with the Patient population.
   6. assisting the Practice and its Patients by providing information about local groups and support services.
   7. communicating information about the community which may affect healthcare
   8. supporting the Practice in helping Patients to become more informed about their health care options.
   9. promoting good health and higher levels of health literacy amongst Patients by encouraging and supporting activities within the Practice, promoting self care and providing information about health and wellbeing issues.
   10. supporting locality Clinical Commissioning Groups (CCGs) to gain feedback on healthcare and social care services to inform local commissioning decisions and planning.
   11. supporting Local Area Teams of the NHS Commissioning Board to gain feedback on the provision of and priorities for primary medical care services.
   12. building relationships with other PPGs and user-led groups in the area. e.g. Local Healthwatch, community and user-led groups giving feedback to and getting involved in local and national consultations.
   13. In collaboration with the Practice undertake fund raising activities to enhance Practice equipment and facilities and support activities of the PPG.
   14. Where relevant and necessary establish and maintain a Virtual PPG network.
3. **MEETINGS OF THE GROUP**
   1. The Group will endeavour to meet no fewer than four times a year and will in addition normally hold an Annual General Meeting each year.
   2. Notices of meetings, reports on meeting and information about the PPG’s activities will be displayed on the PPG notice boards, in surgery waiting rooms and on the Surgery/PPG web page.
   3. Members will be notified by email alerts and through the post where necessary.
4. **ORGANISATION OF THE GROUP**
   1. The PPG’s activities will be organised by a Steering Committee (SC) of volunteers and include invited or co-opted members as necessary.
   2. The Steering Committee will be composed of a Chair, Deputy Chair, Secretary and Treasurer.
   3. A member of the Practice will be offered an opportunity to attend each SC meeting in an advisory capacity; or specifically invited where necessary.
   4. A GP‘s attendance will be requested as and when necessary.
   5. The PPG Steering Committee shall consist of not more than 20 members, including officers.
   6. The quorum for meetings of the Steering Committee shall be 5 of all elected members of whom 1 must be an officer.
   7. All elected members have the right to one vote.
   8. The PPG SC may co-opt members of PPG Virtual network for specific tasks, as the need arises. The co-optees will not have voting rights.
   9. The PPG SC may fill any vacancy occurring among its numbers until the next AGM.
   10. Decisions will be taken by a simple majority vote in which the Chair shall be entitled to vote. In the event of a tie the Chair shall have the casting vote.
   11. Anyone resigning from the PPG SC is required to destroy all paperwork and data relating to the PPG SC.
5. **ANNUAL GENERAL MEETING**
   1. An AGM shall be held annually.
   2. Notice of the day, time and place will be given via notice boards and Practice website and by Email to the PPG Virtual network.
   3. Any item for the agenda shall be sent to the Secretary for consideration at least four weeks prior to the AGM date.
6. **ELECTION OF PPG STEERING COMMITTEE MEMBERS**
   1. All PPG SC members may offer themselves annually for re-election at the AGM.
   2. If more than one nomination is received for an Officer position then a vote must take place.
7. **FINANCE**
   1. The Treasurer will open a separate building society or bank account in the name of the Group.
   2. All such funds collected by the PPG shall be handed to the Treasurer who shall pay the same into an account in the name of the PPG at such building society or bank as the Committee has agreed.
   3. Any two Officers of the Steering Committee must sign all cheques.
   4. The PPG will develop an Expenses Policy to determine the authorisation, kinds and amounts of expenses, which may be claimed by Committee and PPG members.
   5. Authorised out-of-pocket expenses on behalf of the PPG must be accompanied by a receipt and shall be claimed at any Committee meeting, and reimbursed as soon as possible and no longer than two weeks following submission.
   6. The Practice will fund the annual associate membership to the *National Association for Patient Participation (N.A.P.P.)* until such time as the PPG is in a position to self fund the costs.
8. **REPORT & ACCOUNTS**

The Steering Committee shall present at each AGM a report of the activities of the PPG and its own proceedings during the previous year, with a statement of accounts (if applicable) up to the end of the PPG’s financial year preceding the date of the AGM.

1. **ANNUAL REPORT**

The PPG shall present at each Annual General Meeting a report of the activities of the PPG during the previous year.

1. **MINUTES**
   1. Minutes shall be kept and the Secretary shall enter and maintain a record of all proceedings and resolutions.
   2. Finalised minutes will be distributed within 10 days of the meeting.
2. **NOTICE AND APPLICATION OF THE TERMS OF REFERENCE**

These Terms of Reference will be available on the Practice/PPG website or in hard copy if requested from the Practice. The Terms of Reference will be considered at the AGM and reviewed and amended as required by the PPG.

1. **DISSOLUTION**

If upon winding up or dissolution of the PPG there remains, after the satisfaction of all its debts and liabilities, any property or funds whatsoever, the same shall be given or transferred to the similar charity by agreement of a majority of the Committee

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