

Seaford Medical Practice
Patient Participation Group (PPG) - Terms of Reference

1. Purpose

- 1.1. To facilitate good relations between Seaford Medical Practice (SMP) and patients by:
- Communicating patient experiences, needs, interests and concerns to the practice.
 - Sharing practice news and updates with the wider patient community, both individuals and organisations.
 - Working collaboratively with the practice to influence and improve local provision of health and social care.
 - Promoting co-operation between the practice and patients to the benefits of all.

2. PPG Membership

- 2.1. Membership of the PPG is voluntary and is open to all registered patients. Ideally there should be a good demographic spread to reflect the practice population.
- 2.2. Representatives of / carers of patients registered with the practice may be members of the PPG, whether or not they are patients at the practice.
- 2.3. There is no maximum number of members but due to space restrictions it may be necessary for some members to attend virtually when face to face meetings attendance is predicted to exceed 15.
- 2.4. If a patient member does not attend for 3 consecutive meetings without contacting the Chair it will be assumed that the member does not wish to participate any longer.
- 2.5. Meetings will be attended by at least one GP and the Business Manager, or their nominated representatives.
- 2.6. Other individuals from Healthcare organisations / Patient representation Groups etc may be invited to attend on occasion in order to brief the PPG or to respond to particular issues.
- 2.7. New members may join at any time by contacting the Chair.
- 2.8. Meetings are held 3 to 4 times a year.

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3. Meeting governance

- 3.1. The PPG patient members will nominate a Chairperson from the patient members of the group; the position will be reviewed annually
- 3.2. The meeting will be regarded as quorate when 4 or more members are present.
- 3.3. The practice will provide secretarial services for minute-taking, circulation, and posting of minutes on the SMP web-site.
- 3.4. 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.

4. Meeting Agenda Standing Items

- 4.1. The agenda will include the following subjects as standing items
 - Practice update by the practice to cover issues including: Practice Service changes, Personnel changes, Complaints and Bouquets, East Sussex Healthcare news
 - Review of patient comments from the waiting room suggestion box or via email to the chair
 - Issues raised by PPG members / other patients via PPG
 - Chair update on Sussex wide PPG forum discussions and information

5. Confidentiality

- 5.1. All members of the PPG confirm their agreement to maintain absolute patient confidentiality at all times.
- 5.2. 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.

6. Code of Conduct

- 6.1. All PPG members must abide by the Code of Conduct shown at Appendix 1.

Appendix 1

PPG Code of Conduct

All Members of the PPG agree to:

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