

# Kingsway and Bramingham Medical Centre

## Patient Participation Group [PPG]

### Terms of Reference

#### 1. Aims and Objectives

- To facilitate good relationships between the GP Practice [referred to as the Practice] and patients by communicating patient experience, interests and concerns and providing feedback to the Practice.
- To be a critical friend of the Practice and to help improve its services for patients.
- To build a two-way communication and cooperation between the practice, patients and other individuals and organisations in healthcare for practice staff on issues affecting patients.
- To act together to support the Practice and influence local provision of health and social care.
- To provide a forum to discuss issues relevant to the Practice

#### 2. Structure and Membership

- The PPG membership is open to all registered adult patients at the Practice.
- The PPG Membership should not exceed 15 patients.
- Once 15 PPG members are reached, they will only be replaced once they cease to be PPG members.
- The PPG may co-opt additional patients to fill any required roles.
- Membership will endeavour to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages, faiths, sexuality and abilities.
- The PPG will elect officers from the PPG membership at the AGM, and they will be known as the Committee. These will include the Chair, Deputy Chair, who will act as the Secretary and one other member. They will serve for 2 years. They may stand for re-election for a further 2 years and subsequently.
- The Deputy Chair will ask for nominations for the PPG committee officers of the PPG 4 weeks prior to the meeting. Nominations will close 2 weeks prior to the meeting. An expression of interest from a PPG member will be deemed to be a nomination and the Deputy Chair will be informed.
- In the event of only one PPG member being nominated that person will be automatically elected. If more than 2 members are nominated for the same position or there is no nomination for a position, there will be a ballot of members present. In the event of a tie the chair will have a casting vote.
- The first AGM will take place in March in 2025 and will be a separate meeting to elect the Committee for 2 years.

- There will be an annual AGM in March.
- The representative from the Practice Team will be the Practice Manager. The PPG will extend an open invitation to a designated GP and to other Practice and ELFT staff to attend meetings as agreed with the Practice Manager.
- The Chair will chair the group and if absent the Deputy Chair and in their absence the third Committee member. If all are absent, members present will elect a Chair.
- All PPG members of the group will be contacted prior to meetings and invited to raise items for the agenda.
- The Practice Manager will have a slot at the meeting to feed back to the PPG.
- The PPG shall meet 4 times per year face to face. The meeting will alternate between the 2 sites of Kingsway and Bramingham.
- There will be 2-day time meetings and 2 evening meetings.
- PPG members will receive the agenda and other related papers two weeks prior to a meeting.
- There will be a quorum of 3 face to face and members unable to attend in person will be able to do so virtually if it can be arranged.
- The Secretary shall produce minutes of the meeting to be sent to the PPG membership via email. A hard copy of the minutes will be displayed on the PPG notice boards and on the PPG section of the Practice website.
- The PPG Committee may meet more regularly for planning purposes and with the Practice Manager. Members will receive feedback on such meetings.
- The PPG will endeavour to have members support and attend meetings, events and projects organised via ELFT. Members attending such meeting will be obliged to send a report to the Chair and Secretary. Reports will be disseminated amongst the PPG membership.
- Any member not attending 3 consecutive meetings will be deemed to have resigned unless there is earlier notification and mitigating circumstances.
- The terms of reference will be reviewed on an annual basis at the AGM.

### 3. Code of Conduct

- All members must abide by the code of conduct. [ref. document]
- The Code of conduct will be displayed on the Practice notice boards and on the PPG section of the Practice website.

### 4. Activities

- The PPG will produce 4 newsletters per annum.

- The PPG will conduct surveys in liaison with the Practice to seek patients' views.
- The PPG will support and promote initiatives by the Practice.

Notes – Quorum, we may need more meetings to establish a pattern for a quorum. 1st meeting had 8 PPG members, 2<sup>nd</sup> meeting had 2 PPG members. If a meeting is organised, we do need it to proceed.

Glossary –

ELFT – East London Foundation Trust

AGM – Annual General Meeting