

Hingham Surgery Patient Participation Group (PPG)

Proposed Terms of Reference

PPG Aims/Purpose

- To facilitate good relations between the surgery and patients by communicating the experiences, interests and concerns of patients.
- To discuss topics and explore ideas that can improve the patient experience and smooth running of the surgery including current procedures and proposed new developments.
- To establish a two-way communication between the surgery and the PPG members, acting as a sounding board for surgery representatives on issues affecting patients.
- To understand what services are available both at the surgery and other local organisations for the benefit of patients.

PPG Membership

- Membership of the PPG is open to anyone who is registered with Hingham Surgery aged 16 or over and their carer (who may be registered elsewhere).
- The PPG will endeavor to represent the diverse patient profile of the surgery; however, membership will be self-nominating.
- The PPG will have no more than 8 members, anyone wishing to join after this number has been achieved can join a waiting list.
- Members of the PPG will always adhere to The Code of Conduct.
- A Chair and a Secretary will be elected annually, any member of the PPG is able to stand as Chair/Secretary and can be re-elected after a year.
- The role of the Chair is to provide the link between the PPG and Hingham Surgery.

PPG Meetings

- The PPG will meet formally with the surgery 4 times a year.
- The PPG will meet on their own an additional 4 times a year enabling time to prepare for the full meetings and inviting speakers from local organisations.
- PPG members and Surgery Representatives can contribute agenda items, the agenda will be agreed by the Chair, Secretary and the Practice Manager or their proxy.
- Apologies for absence should be sent to the Chair or Secretary prior to the meeting. In the absence of any apologies, any member not attending for 3 consecutive meetings will be deemed to have resigned from the PPG.
- Decisions shall be reached by consensus among those present. If a vote is required, decisions will be made by simple majority of those present and in the event of a tied outcome the Chair will have the casting vote.
- Meetings will be held in the meeting room at Hingham Surgery where possible.
- Meetings will not overrun the allocated time.
- In the absence of the Chair, a PPG member will be nominated (by mutual consent) to chair that meeting.
- Minutes from the meeting will be published on the Surgery website, however, any confidential or sensitive information will be redacted.

Code of Conduct

We shall:

- Listen and respect each other's views.
- Have open and honest discussions in line with our Terms of Reference principles.
- Respect confidentiality at all times.
- Allow others to speak without interrupting.
- Arrive on time for meetings.
- Respond to meeting invitations.
- Not use the PPG for personal agendas, complaints or medical issues.
- Discuss feedback affecting a number of patients and not based on a single patient's feedback.
- Not tolerate any form of discrimination or harassment and understand that any unacceptable behavior will result in member/s being removed from the PPG.

Privacy

- It is important to work together to protect everyone's privacy and ensure everyone's details are not used in ways they wouldn't reasonably expect.
- We shall not pass PPG member contact details onto other people without specific consent.
- We shall not use them for anything other than group business without specific consent.
- If someone leaves the PPG, everyone will delete their details and vice versa, unless specific consent is given to keep them.
- We will not put other people's contact details on group publicity without specific consent.

These Proposed Terms of Reference were accurate as of 14.03.2024.

The Terms of Reference will be reviewed annually.

Review next due: Summer 2024