

DR MAHBUB'S SURGERY PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

1. Aims of the Patient Participation Group (PPG)

The key role of a Patient Participation group (PPG) is to bring together patients, doctors and practice staff to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Our aim is to:

- 1.1 Facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- 1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.

2. PPG Structure and Membership

- 2.1 Membership of the group will include representatives from the practice team.
- 2.2 Patient membership will be open to anyone registered with the practice who is interested in helping the group to achieve its aims and who is willing to abide by the rules of the group.
- 2.3 Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG.
- 2.4 Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 2.5 The PPG will be non-political and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.

2.6 The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

2.7 The membership of any member may be terminated for good reason by the group. This may include non-attendance at 3 or more consecutive meetings.

3. PPG and PPG Committee

3.1 The PPG shall elect officers from among the members of the PPG and they will be known as the PPG committee.

These will include

- Chair
- Vice Chair
- Secretary and, if needed
- Treasurer.
- Other posts may be created by the Annual General Meeting on a proposal from the PPG.

3.2 Elected officers will serve for a period of one year but may be nominated for a further year

3.3 An Annual General Meeting will be held in December each year at which elections for the official roles will be held

3.4 The PPG and the PPG committee shall both hold regular meetings. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned

3.5 The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.

3.6 The PPG shall normally not exceed twenty members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

4. Management of the PPG

4.1 The PPG Meetings will be held at least 4 times a year or on a more frequent basis on agreement of the group at a suitable venue and to suit the convenience of the majority of members.

4.2 In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.

4.3 Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the PPG. The resulting vacancy can be offered to another registered patient.

4.4 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.

4.5 Decisions shall be reached normally by consensus among those present.

However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.

4.6 The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG made available to all via email or hard copies displayed the practice website.

5. PPG Meeting

5.1 The PPG Meetings will be held at least 4 times a year or on a more frequent basis on agreement of the group at a suitable venue and to suit the convenience of the majority of members

5.2 Dates of meetings will be publicised in the Practice waiting areas where a copy of the Group's minutes will be published on the surgery website.

6. Annual General Meeting

The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year.

The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the local media, in the surgery waiting room and on the surgery website.

7. Management of Meetings

7.1 The group will be chaired by a patient representative known as the Chair. Where a patient representative does not wish to chair the meeting – appointment practice member will chair the meeting.

7.2 The Chair, deputy Chair and Secretary will be appointed annually by the group

7.3 If an elected officer, for whatever reason, resigns during the year, then the group can elect an interim person for that position, to act until the next election date

7.4 The secretary will consult with the Chair/deputy Chair to organise agendas and paperwork.

7.5 Agendas will be distributed at least a week prior to the meeting.

7.6 The secretary will attend meetings to take the minutes and will distribute them to the group after approval by the Chair/deputy Chair.

7.7 If a Secretary is unable to attend the meeting, one of the members present will be nominated to take the minutes.

7.8 All members will be invited to raise items for the agenda by contacting the Secretary prior to the meeting.

7.9 All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting

7.10 Issues of an individual nature will not fall within the remit of the group, such as complaints, concerns or individual queries. These will need to be addressed by the Practice Manager or a member of the Practice Team

8. Confidentiality

All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. 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.

9. Code of Conduct

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

10. Activities of the PPG

As required in the GP Contract the PPG will:

- 9.1 Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
- 9.2 Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
- 9.3 Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
- 9.4 Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
- 9.5 Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
- 9.6 Communicate information which may promote or assist with health or social care.
- 9.7 Explore overarching ideas and issues identified in patient surveys.
- 9.8 Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
- 9.9 Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.

- 9.10 Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices
- 9.11 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

Other document to be read in conjunction to this document:

- Appendix 1 - PPG Code of Conduct
- Appendix 2 - Equality Act 2010
- Patient Participation Groups Confidentiality Policy and Declaration Agreement for Volunteers

Appendix 1

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

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

Equality Act 2010

The Equality Act became law in 2010. It covers everyone in Britain and protects people from discrimination, harassment and victimisation.

What is the purpose of the Act?

The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful.

Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well.

Under the Equality Act, there are nine protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Situations in which you are protected from discrimination

Under the Equality Act you are protected from discrimination:

- when you are in the workplace
- when you use public services like healthcare (for example, visiting your doctor or local hospital) or education (for example, at your school or college)
- when you use businesses and other organisations that provide services and goods (like shops, restaurants, and cinemas)
- when you use transport
- when you join a club or association (for example, your local tennis club)
- when you have contact with public bodies like your local council or government departments

You can visit the **Citizens Advice website** for general information

<https://www.citizensadvice.org.uk/>

Patient Participation Groups Confidentiality Policy and Declaration Agreement for Volunteers

1. Introduction

This policy shall apply to all volunteer members of the Patient Participation Group (PPG).

Volunteers shall normally be considered to be those individuals who are not bound to the practice by contract of employment or any other form of contract. Practice staff who have, at any moment in time, responsibility for the conduct and discipline of volunteers within the bounds of the practice shall be required to comply with this policy in relation to ensuring confidentiality awareness in any situation which may arise.

2. Confidentiality

- a) All information held at the practice about patients is deemed confidential whether held electronically or in hard copy.
- b) All information about the practice, including financial and staff records, is also deemed confidential whether held electronically or in hard copy.
- c) Volunteers should not have direct access to confidential information held by the practice. This includes any information concerning an identifiable patient (or a patient who could potentially be identified on the basis of the confidential information). Access to any such information is only permissible with the written authorisation of the patient concerned or their authorised representative.
- d) If during the course of his or her activities within the surgery a volunteer overhears or otherwise comes by confidential information, the facts will, as soon as is reasonably practicable, be referred to the Practice Manager or other authorised person within the practice and that information will not be disclosed to any other person.
- e) If a situation arises where a patient contacts the PPG member directly, the code of conduct and confidentiality agreement must be adhered to.

3. Definitions

For the purpose of this policy the definitions of the following key words shall apply:

- **Confidential:** something that is intended to be kept secret, classified, restricted or suppressed; something that is personal, private and trusted.

- **Safeguarding:** protecting the safety and welfare of vulnerable individuals such as children and young people and those with a learning or mental or intellectual impairment.

4. Policy – Induction of Volunteers

- At the point of being accepted as a prospective volunteer, an authorised member of practice staff shall brief the volunteer on the contents of this Confidentiality Policy and of its paramount importance to the business of the practice, staff and patients alike.
- Prior to commencing any authorised activity or duties within the practice, an authorised member of practice staff shall also ensure that the volunteer has read and understood the document titled 'Guidelines for Volunteers - Confidentiality' (below) and is aware of their safeguarding obligations.
- The authorised member of the practice shall then ensure that the volunteer is committed to complying with this policy and also with the Confidentiality Guidelines and is advised of the disciplinary consequence of failing to do so. Breaking the Data Protection Act could have legal implications and would mean that the volunteer could no longer continue in that role.
- A volunteer and PPG member who satisfies the preceding elements of this policy shall then be invited to sign a declaration in the presence of the authorised member of practice staff.

5. Responsibilities

- Any safeguarding issue must be reported immediately to the Practice Manager.
- All information relating to practice staff and patients shall be considered confidential at all times. This information may be spoken, documented, or electronically stored, transmitted or displayed on any kind of electronic device.
- All information relating to a patient's identity, presence at and/or reason for visiting the practice, even within the physical boundaries of the practice (including any area occupied by an associated activity, for example, a pharmacy) is equally confidential. This extends to the identity of anyone accompanying the patient at the time of said visit.
- Any unauthorised disclosure is a breach of confidentiality and may be regarded as an absolute disqualification from volunteer status.

Guidelines for Volunteers – Confidentiality

1. Discuss your activities with an authorised member of practice staff on a “need to know” basis.
2. Such discussions should be discreet and in private.
3. Oral reporting of your activities should be conducted in private (e.g., with the Group Chair/Practice Lead) or, when it is a part of discussion at public meetings, you should have due regard for discretion and confidentiality.
4. When requesting information from a patient in the Patient Waiting Room, such conversation should be conducted as quietly and discreetly as possible with voices directed away from others who might hear.
5. Where it is easier for the patient to fill in a questionnaire or form they should be invited to do so, but vigilance is then required to ensure that their feedback is not seen by others or lost.
6. Questionnaires, or other forms, completed in the Patient Waiting Room or elsewhere and containing personal details shall be confidential and shall remain in the custody of the volunteer until handed over to the designated member of staff for that activity.
7. When using a phone or other electronic device, make sure that any other conversations within the practice cannot be accidentally transmitted at the same time.
8. During authorised use of computer systems, always ensure that all access codes and passwords are safeguarded.
9. When responsible for a Personal Computer (PC) terminal or Visual Display Unit (VDU) screen, always ensure that the screen is only visible to you, the user. Where necessary, isolate the PC terminal or VDU screen by shutting and locking any access doors. Always log off before leaving the PC/VDU unattended.
10. Always ensure that paper waste containing confidential information is completely cleared away and disposed of safely by shredding on site.
11. Always ensure that any computer accessories you need are owned and screened by the practice prior to use. Privately owned devices must not be used.
12. Do not use practice equipment for own use.

Volunteers shall not:

- Behave contrary to the preceding guidelines/ best practice.
- Disclose confidential information to any unauthorised persons.

- Copy confidential information for any unauthorised use or reason.
- Remove confidential information from the practice premises.
- Take custody of confidential information when not authorised to do so.

Confidentiality Policy Declaration Agreement for PPG members

First name:

Last name:

I have read and understood the Confidentiality Policy and Declaration Agreement for PPG members.

I confirm that I have been briefed by an authorised member of practice staff and have had the opportunity to ask any clarifying questions.

I also confirm that I understand the specific content and nature of Paragraph 5.0 of the Confidentiality Policy and have discussed and received a copy of 'Guidelines for PPG members - Confidentiality' and the Safeguarding Policy for my own use.

I undertake to always be aware of the nature and importance of confidentiality and understand that the consequence of any breach associated to me may mean the termination of my PPG member status within the practice.

Dated:
Print Full Name:

Signature:

Declaration by the authorised member conducting the briefing

First name:

Last name:

I confirm that I have briefed this PPG member in accordance with the Confidentiality Policy and Declaration Agreement for Volunteers.

Dated:
Print Full Name:

Signature: