



## Patient Participation Group (PPG) Terms of Reference

### Aim

The aims of the Patient Participation Group are to work in partnership with the practice to:

- create a resilient future for our patients and practice
- achieve a healthier Holderness

The PPG will provide information, support and guidance relating to the 5 key themes of the practice's strategy:

1. Health Community – providing a patient perspective on how best to reduce health inequalities and improve health outcomes for people living in Holderness
2. Connected Person-Centred Care – helping the practice ensure that patients have a good experience of healthcare which meets their needs
3. Evidence-Based Decision Making – helping gather and assess information about how patients experience our services to inform the design of practice services
4. Responsive & Adaptable Organisation – helping to review practice structures and systems to ensure that they always focus on the needs of patients
5. Diverse, Engaged & Empowered Workforce – helping us create a practice that will attract local talent and create secure jobs and career development opportunities for people living in Holderness

### Key Roles

The PPG will play a key role in the following:

- Providing regular feedback on services, plans and activities
- Assisting with the review of the annual patient survey and friends and family feedback and agreeing actions in response
- Designing, implementing and reviewing bespoke practice surveys to gather information about wider patient views
- Meeting with and providing feedback to CQC inspectors
- Facilitating links with voluntary groups and services within the community to encourage partnership working
- Providing up to date material for any PPG noticeboard and the PPG page on the practice website
- Providing peer support to other patients – promoting healthy lifestyle choices, self-care and understanding of long-term health conditions
- Helping with and organising health promotion events and improving health literacy

## Membership

- Any patient registered with Holderness Health may apply to be a member of the PPG
- The group will strive to be inclusive and reflective of the patient demographic of the practice and will monitor and seek to address underrepresentation where this is identified
- The maximum number of patients in the group is 20
- The PPG will elect a Chair and a Vice Chair to run meetings and guide the work of the group
- The PPG Chair and Vice Chair will be elected for a 12 month period following which nominations will be sought for a replacement for a further 12 month term in office
- Any member of the PPG can put themselves forward to be the Chair or Vice Chair at election time

## Meetings

- The group will meet six times a year. Meetings usually take place on an evening between 4.30pm and 6pm.
- Notices of meetings and minutes will be displayed on the PPG notice board in the waiting room and on the website, and members will be alerted via email and post.
- Agendas will be organised by a small working group of PPG members and practice staff.
- All PPG members will be invited to submit items for inclusion on the agenda.
- Invitations to attend an online meeting (Teams) will be circulated via Outlook and will contain a list of all members email addresses. Anyone not wanting their email address to be shared will be unable to attend the meetings but can receive a blind copy of the notes.

## PPG Member Commitment

- The PPG member will attend at least 4 out of the scheduled 6 PPG meetings per-year
- All PPG members will agree and comply with the agreed Ground Rules during PPG meetings
- PPG members will be active in promoting and delivering PPG objectives

## Holderness Health's Commitment

- A member of the management team or other delegated practice staff member will attend all PPG meetings
- Holderness Health will consider all recommendations received from the PPG and provide feedback on actions taken in response
- Holderness Health will keep the PPG informed of service developments and bring them for discussion at PPG meetings, including how the wider practice population can get involved in these discussions

## Ground rules

All PPG members make an active commitment to the following Ground Rules:

- The PPG meeting is not a forum for individual complaints and personal issues
- Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion
- Open and honest communication applies to all

- All views are valid and will be listened to
- Be flexible, listen, ask for help and support each other
- No phones or other disruptions during meetings
- Respect the practice and patient confidentiality at all times
- Discrimination on any grounds will not be tolerated
- We will work in an inclusive way, valuing diversity in its widest sense
- Demonstrate a commitment to delivering results as a group
- Failure to follow the rules may result in members being removed from the PPG
- We are committed to operating the PPG in line with the practice values of collaboration, integrity, quality, respect and wellbeing

## Communications

- The PPG does not speak on behalf of the Practice or represent it
- The PPG Terms of Reference will be available to any patient registered at the practice upon request to either the practice or the PPG
- Minutes of the PPG meetings will be available to all patients of the practice, either via a PPG noticeboard in the waiting room or on the PPG pages of the website
- Any PPG member undertaking activities on behalf of the practice e.g. attending an event or carrying out consultation activities, will clearly identify themselves and their role as part of the PPG

## Approval

- These Terms of Reference were approved by the Patient Participation Group in their meeting on 19<sup>th</sup> July 2021

## Review

- These terms of reference will be reviewed annually.