**Portland Patient Participation Group Terms of Reference and Constitution**

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The terms of reference outlined below are drawn from national guidelines for patients groups and were unanimously agreed for adoption by Portland Medical Practice Patient Participation Group (PPG) on

The overall aim of the group is to develop a positive and constructive relationship between patients, the practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients needs. The PPG will:

1. Advise the practice on the patient perspective by providing feedback on patients’ needs, concerns and interests.
2. Have at least one representative of the practice present at meetings to represent practice views. Where appropriate this will include a member of the clinical team to enable clinical understanding.
3. Carry out research into the views of those who use the service, in conjunction with the practice
4. Review any feedback received about the services delivered by the practice together with practice staff with a view to agreeing changes or service improvements if needed
5. Contribute to decision-making at the practice where appropriate, expressing opinions on these matters on behalf of patients. The final decisions on service delivery rest with the practice.
6. Act as a ‘critical friend’ to the practice by challenging the practice constructively whenever necessary. Assist patients to understand the practice viewpoint.
7. Promote good health and higher levels of health literacy through raising patient awareness of the range of services available, assisting and/or organising health promotion events and maintaining display materials in the waiting area.
8. Maintain a PPG area in the waiting room and on the practice website with up-to-date information on current activities and opportunities for patients to comment, *for example via a suggestion box or email address.*
9. Ensure the practice website is user friendly and easy to navigate
10. Influence the provision of secondary healthcare and social care locally
11. Liaise with other PPGs in the area

Decision making: Decisions will be reached based on consensus following discussion and will be recorded in the minutes of the meeting. Where appropriate a vote will be held; if this is inconclusive the chairperson will have the casting vote to ensure a design is reached in a timely manner.

**PPG Constitution**

**Membership**: All patients registered with the practice are welcome to join the PPG. Members will attend meetings or express views through other channels, e.g. email, virtual group.

**Committee and officers:** The committee shall consist of 3 officers, a Chairperson, Vice Chairperson and Secretary. These roles of the committee members will be nominated and elected annually.

The Committee shall be empowered to manage the affairs of the group and to take any action on its behalf to the aims of the group.

**Roles of the Officers**

Chairperson: to chair the meeting and manage the affairs of the group

Vice Chairperson: to chair the meetings on the chairperson’s behalf and manage the affairs of the group when required

Secretary: to take minutes and distribute agenda, minutes and any other information required on behalf of the group

**Election and Retirement of Committee Members** Any patient may nominate themselves for

election to the Committee at the Annual GeneralMeeting. All officers and committee may offer

themselves annually for re-election. If more than one nomination is received for an officer position

then a vote must take place.

**Meetings of the Group**

The group will meet on at least a quarterly basis, more frequently if required.

**Minutes**

Minutes of meetings will be kept and will be posted on the practice website.

**Dissolution**

If the committee decides at any time that on any grounds it is necessary to dissolve the group it

will call a Special General meeting.

**Alterations to the Constitution**

Any proposal to alter this constitution must be delivered in writing to the secretary not less then

14 days before the meeting at which it is first to be considered and will be advertised together

with the the date of the meeting.

An alteration will require the approval of a two thirds majority of Committee members or a simple

majority of those voting at the Annual General meeting. Notice of such meeting must be given in

accordance with normal procedures.

**PPG Code of Conduct**

PPG members will listen to and respect the views of others in the group. Bullying, harassment and aggression are not acceptable.

Members should not include reference to personal medical history or personal complaints to the practice; there is a process for this outside the PPG.

Members will not use their membership in pursuit of personal health campaigns or with expectations of preferential treatment.

Members will abide by the processes of the PPG and will observe the terms of reference as a member of the group.

Members will maintain confidentiality and will not disclose meeting content outside of the group without express consent. No member should make an approach to the media without prior approval of the practice.