

East Bridgford Medical Centre

Patient Participation Group

Constitution and Terms of Reference

Name:

The **East Bridgford Medical Centre Patient Participation Group**, referred to as the **MC** and the **PPG** respectively hereafter.

The Aim of the PPG:

To represent the patient prospective through the provision of an effective two way communication link with the MC, intended to enhance the organisation and delivery of the health care services offered and the overall patient experience.

The Objectives of the PPG are to:

- Seek out and listen to the views of patients, carers and staff on care service provision and delivery.
- Gather views of patients, carers and staff on their needs, concerns and interests; consider and advise.
- Consult with the MC on proposed future developments and new services, from a patient prospective.
- Encourage greater patient health awareness and support activities for a healthier patient lifestyle.
- Influence the provision of both primary and secondary health care and social care locally.

Our aim and objectives will be achieved by liaising with the MC Partners, staff representatives and other community health workers, health authorities and other persons or organisations concerned with health care.

The PPG Membership:

Membership is open to all registered patients over the age of 16 years and MC staff. It comprises two elements intended to reflect the demographic of the MC population.

1) The Committee Members:

A small group of volunteers, meeting regularly with the MC representatives, to discuss all issues relevant to the PPG's overall tasks and taking decisions relevant to the PPG's aim and objectives

The PPG Committee will:

- Hold regular meetings and provide feedback from the patient prospective.
- Produce meeting minutes that will be posted to the MC website and notice board.
- Maintain regular two way communication with an effective Virtual Group.
- Organise Health Events to inform and promote greater health awareness.
- Update and maintain the PPG pages on the MC website.
- Ensure that patient confidentiality is at all times respected
- Liaise with other Patient Participation Groups, particularly within the Rushcliffe CCG

The PPG will attempt to resolve matters of patient need, concern or dissatisfaction with the current services offered by the MC which are of a general nature.

The PPG will not handle an individual complaint about a medical service delivered by the MC. This must be dealt with under the EBMC Complaints Procedure which operates within the formal NHS guidelines.

2) **The Virtual Members:**

Are a larger more representative group of patients who agree to be contacted electronically and willing to provide feedback to the PPG Committee.

Virtual Members will be co-opted members of the PPG with a right to vote in any election held for Committee membership, but will not have a right to vote on PPG Committee decisions.

The PPG Virtual Members will:

- Give a wider group of patients the opportunity to provide feedback to the MC on patients' needs, concerns and interests. There is no limit on the number of Virtual Members.
- Be available for consultation, by text message, e-mail and survey questionnaire or very occasionally by phone, on matters affecting the patient experience.
- Receive copies of PPG Committee Meeting Minutes, PPG News Letters and other topical and relevant information.
- Receive communication from the PPG Committee via the MC management system. This will ensure patient confidentiality and maintain patient membership eligibility.
- The MC system will hold the email addresses and phone numbers of all PPG members.
- Except where a Virtual Member expressly waives confidentiality, all responses provided to the PPG will be treated as confidential to the PPG.

The Committee and Officers:

The Committee shall normally consist of three Officers; a Chair, Secretary and Treasurer and up to nine other members, plus up to two MC Representatives. The appointment of a Vice Chair is an option available to the Committee.

The MC Representatives will comprise a senior member of MC staff and a GP Partner.

All Officers may offer themselves annually for re-election at the AGM. If more than one nomination is received for an Officer position then a vote must take place. In the event of a tie the Chair has the casting vote.

Between two AGM's, the nomination and appointment of Officers will be undertaken by the PPG Committee.

When the number offering themselves as members of the Committee exceeds 12, all PPG Members present at an AGM will have a right to vote on any election to the Committee, or on any other matter, with the Chair of the meeting holding a casting vote.

The Committee shall endeavour to meet not less than six times in any period between two AGM's, at such times and place as the Secretary shall specify and as agreed by the Chair.

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

All Committee members shall have one vote and the right to call for a vote, if seconded by another member, on any proposal put during a meeting, with the Chair holding a casting vote.

All Committee members will respect the confidentiality of any information provided and issues discussed at meetings that is not in the public domain.

The two Representative Members nominated by the MC will be non-voting members of the PPG Committee.

At any meeting of the PPG, one Officer and four Committee Members shall constitute a quorum.

Annual General Meetings:

Notice of the day, time and place will be given via the MC notice boards, newsletter and Website.

Any item for the Agenda shall be sent to the Secretary for consideration at least two weeks prior to the AGM date.

Virtual Members present at an AGM will have voting rights.

Reports and Accounts:

The Committee shall present at each AGM a report of the activities of the PPG during the previous year and a statement of accounts up to the end for the financial year of the preceding year.

Finance:

As the PPG is an essential part of any NHS GP Practice, the primary source of PPG funding is the MC.

The PPG shall have power to affiliate to the National Association for Patient Participation (NAPP) and to other organisations with similar objectives.

The PPG shall, in appropriate circumstances, act as a focus for any fund-raising related to its activities.

All sums provided to or raised by the PPG shall be handed to the Treasurer who shall pay the same into an account in the name of the Group at such bank or building society as the Committee may from time to time determine

All cheques must be signed by both the Treasurer and the designated Committee member second signatory.

Out of pocket expenses incurred on behalf of the PPG, supported by receipts, may be claimed at any committee meeting.

Dissolution:

If upon winding up or dissolution of the PPG there remains, after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall be returned to the provider of the funds or property.

Alterations to the Constitution and Terms of Reference:

Any matters relating to this Constitution and Terms of Reference may be rescinded, amended or waived by a resolution passed at an AGM or a Special Meeting, by two-thirds majority of the members present and voting.

If any procedural matter or issue arises that is not covered by this Constitution and Terms of Reference, the Officers and Committee will determine the manner of resolution.