



ST AUSTELL HEALTHCARE

Patient Participation Group Terms of Reference Op 49

1. TITLE

The group shall be known as the PATIENT PARTICIPATION GROUP (hereinafter called the 'PPG') of ST AUSTELL HEALTHCARE (hereinafter called 'SAH') and shall be affiliated to the National Association for Patient Participation (NAPP).

2. AIMS AND OBJECTIVES

The PPG was established to promote and improve communications and co-operation between SAH and its Patients to the benefit of both, therefore fostering the highest possible standards of primary care, incorporating Communications, The Patients' Charter, Health Education, Self-Help, Community Need, Local and National Provision of Health and Social Care.

3. MEMBERSHIP

- 3.1 Membership shall be freely open to all registered patients of SAH;
- 3.2 There shall be one group that meets regularly in person (the PPG);
- 3.3 Members must register by reading the Terms of Reference and signing a Member Agreement Form.
- 3.4 Membership of the PPG shall be automatically terminated in the event of the member ceasing to be patient of SAH.
- 3.5 A member may, without reason, terminate their membership and membership may also be terminated at the request of SAH.
- 3.6 Members names will be on notes of the PPG meetings, which is published on the SAHC website.
- 3.7 Members names and email addresses will be shown on emails to other PPG members.
- 3.8 A member who fails to give apologies for 4 consecutive meetings shall no longer be a member. Medical and other exceptional circumstances may apply at the discretion of the Chairperson.

4. MANAGEMENT

- 4.1 The management of the PPG shall be undertaken by a Committee from volunteer members and Practice staff to include a Chairperson, Vice-Chairperson(s), Treasurer, Secretary, and a nominated SAH GP or the SAH Manager. It will consist of a minimum of ten members and will be able to co-opt new members as required.
- 4.2 The Committee will be re-elected on an annual basis at the Annual General Meeting (AGM). The day to day management of the PPG will be conducted by the Chairperson and Committee Officers who will consult, if necessary, and update the full Committee at the next meeting.
- 4.3 The Chairperson does not have a vote but, in the event of a tie, the Chairperson has a casting vote.

4.4 SAH will, after discussion and consultation with the PPG, retain the right to overturn any decisions made by the PPG if such decisions are deemed not to be in the best interest of SAH or the patients.

5. MEETINGS

- 5.1 An Annual General Meeting of the PPG shall be held each calendar year in **September**; a minimum of 21 days' notice will be given.
- 5.2 All patients currently registered as members of the PPG shall be entitled to one vote, in person or in writing by email or letter, containing their name, registered address and signature.
- 5.3 The PPG will endeavour to meet a minimum of four times a year.
- 5.4 The Chairperson may call special meetings of the Committee if the need arises.
- 5.5 The Committee may appoint Task or Working Groups from any registered members and temporary associated advisory guests (who will not have voting rights).
- 5.6 Notices of meetings, reports, approved minutes and any other PPG information will be produced and made available on the SAH website www.staustellhealthcare.co.uk. And the waiting room screens with relevant updates approved by the SAHC. This will ensure maximum patient contact and keep all patients fully informed, which is a priority of the PPG.

6. CODE OF CONDUCT

Members of the PPG make a commitment:

- 6.1 To respect the confidentiality of SAH and its patients at all times. All matters discussed to remain confidential unless agreed otherwise.
- 6.2 To treat each other with mutual respect and act and contribute in a manner that is in the best interest of all patients, no Political or religious comments and or bias accepted.
- 6.3 To be open and flexible, listen and support each other.
- 6.4 To abide by the seven Nolan Principles of Public Life – Selflessness, Integrity, objectivity, Accountability, Openness, Honesty and Leadership.
- 6.5 Not to use the PPG as a forum for personal agendas or complaints – see Appendix 1.
- 6.6 To abide by principles of good meeting practice by reading papers in advance, arriving on time and switching mobile phones to silent.

7. ALTERATION TO THE TERMS OF REFERENCE

Any of the Terms of Reference may be rescinded, added to or amended by a resolution passed with a majority vote at a full Committee meeting open to all members for which proper notice has been given.

Equality Impact Assessment

An initial equality impact assessment has been carried out and no differential impacts have been identified. Therefore a full equality impact assessment is not required.

POLICY HISTORY

Policy Date	Summary of Change	Contact	Date	Review Date	Ratified Date	Implemented Date
September 2015	New Initial Policy	Managing Partner	September 2015	September 2017	September 2015	September 2015
November	Updated	Chair of	November	November	November	November

2018		the PPG	2018	2020*	2018	2018
February 2021	Reviewed no changes	Chair of the PPG	February 2021	February 2023*	February 2021	February 2021
Aug 2023	Reviewed – minor changes	Chair of the PPG	Aug 2023	Feb 2025	Aug 2023	Aug 2023

* Policies may be reviewed earlier than the recommended review date as a result of legislative changes.

WHAT A PATIENT PARTICIPATION GROUP CAN DO

Help the Practice to Improve Services:

- ✓ Provide feedback from patients on any issues;
- ✓ Monitor the accessibility and effectiveness of the SAH communications – reception, telephone, website, surveys and feedback to SAH;
- ✓ Carry out surveys – patient satisfaction and health;
- ✓ Promoting the voice of the patient.

Provide Information:

- ✓ Helping to organise and participating in health fairs;
- ✓ Participating in health promotions such as No Smoking Day, Walk to Work, Dietary Advice and certain health conditions;
- ✓ Help with issues concerning disability awareness;
- ✓ Representing SAH to the wider public when appropriate;
- ✓ Monitor the patients' ease of access to information and ensuring it is easily understood.