

Manor Park Surgery

Patient Participation Group – Draft Terms of Reference

Name: Manor Park Surgery Patient Group ('the Group').

Purpose: Helping Manor Park Surgery ('the Practice') to improve the patient experience;
Offering support to other patients;
Raising awareness to support health events, and
Acting as a representative group for the local provision of health and social care.

Membership: Membership of the Group shall be open and free to all registered patients and carers of all registered patients.

The Practice members of the Group shall be decided by the Practice and may be varied from time to time at the discretion of the Practice.

Additional co-opted members may attend for specific agenda items.

Any representative from the CCG.

The Group will not be a funded organisation. Lay members will serve the Group on a voluntary basis. Those from the Practice who serve on the Group shall serve under such terms of employment as the Practice shall determine.

Members of the Group will agree to a code of conduct.

Frequency and timing of meetings:

Meetings will take place on a quarterly basis in January, April, July and October.

Meetings will take place at the practice, usually between 6pm and 7.30pm.

Specialist sub-groups may be appointed by the Group to deal with specific topics utilising individual's member's skills and interests. The remit and reporting timeframe of each sub-group will be defined by the Group.

Dates of meetings will be emailed to all members and posted to those who do not have email access, publicised on the notice boards in the Practice waiting areas and on the Practice website.

Management of the Group:

The Group shall elect a Chair and Vice-Chair from among the members of the Group and they will be known as the Group Committee. The Practice will fulfil the role of Chair for the first two Group meetings. The Group will ask for nominations for the Group Committee at the second Group meeting and then vote and appoint the Group Committee at the third Group meeting. Group Committee members shall serve for a period of one year but may be re-nominated to serve for an additional one year depending on the outcome of an annual vote.

**The CCG is looking into how the Chair and Vice-Chair will be supported with training provided by the CCG to assist them to carry out their duties in a timely and effective manner.*

The decision-making process:

The quorum for any Group meeting shall be five including the Chair or Vice Chair and one member of the Practice team.

If the group does need to vote it will be done by a simple majority. In the event of a tied vote, the Chair of the that Group meeting shall have the casting vote (but otherwise will not vote).

A Secretary shall be appointed on a rotational basis for each meeting and they shall liaise with the Chair and Vice-Chair to draft and distribute an agenda, normally at least two weeks prior to the Group meeting. The Secretary shall also produce draft minutes of the meeting to be reviewed by the Chair or Vice-Chair before distribution.

The minutes will record discussions, decisions, and actions (and associated responsibility and timeframes) agreed at the meeting. The minutes will be emailed to all attendees, put on the notice boards in the Practice waiting areas and on the Practice website, normally within two weeks of the Group meeting. The minutes shall be distributed to any member in a different format on the specific member's request. A Group Committee member will also offer to meet with the individual making the request.

The Practice will provide a Secretary for the first two meetings.

Annual General Meeting:

An Annual General Meeting shall coincide with the July Group meeting.

The Group shall present a report of the Group's activities over the previous year at the Annual General Meeting.

Any proposed changes to the terms of reference of the Group shall be voted on at the Annual General Meeting.

Confidentiality:

All members of the Group shall be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the Group includes work in the Practice or consulting with other patients or members of the public shall sign and return a copy of the Practice's confidentiality agreement before undertaking any such activity.

**Note*