



Terms of Reference for the Patient Participation Group

Title of the Group

The Group shall be called **Friends of Queens**

1. Aims of the Patient Participation Group

- a) To facilitate good relations between the Practice and Patients by communicating patients' experience, interests and concerns and providing feedback to the Practice on current procedures and proposed new developments.
- b) To work collaboratively and positively with the Practice to improve services and facilities for Patients and act as a sounding board for Practice staff on issues affecting patients.
- c) To build open two-way communication and co-operation between the Practice and Patients, other individuals and organisations in healthcare and the wider community to the mutual benefit of all.
- d) To act as a representative group to support the Practice and influence the local provision of health and social care.
- e) **(Optional)** To raise funds for the practice to assist in the purchase of additional equipment and services for the benefit of patients.

2. Membership of the Patient Participation Group

- a) Membership of the Patient Participation Group shall be open to all registered patients of **Queens Medical Centre**; as far as possible

membership will reflect the patient profile and will be inclusive of all genders and ethnicities. Membership is not based on political, religious or other opinions or characteristics of individuals.

- b) The Patient Participation Group shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.
- c) There shall be one group that meets regularly in person (the Patient Participation Group) and another online group (Virtual Group) plus other wider meetings for larger numbers of patients to be agreed by the Patient Participation Group.
- d) Officers for the Patient Participation Group shall be elected in accordance with the process defined in **Section 6**. Roles shall include Chair, Vice Chair, Secretary and Treasurer (this role may be unnecessary if the Group does not engage in fundraising). Further roles may be created as agreed by member consensus.
- e) During your participation in Patient Participation Group Activities within the Practice, you may hear or see information about staff, patients or other matters. All members of the Patient Participation Group and any other patient or person engaged in surgery-based or direct-contact Patient Participation Group activities shall be required to comply with and sign a Volunteer Agreement before undertaking such activity.
- f) The Patient Participation Group extends an open invitation to attend meetings to representative(s) from:-
GPs, clinical or administration staff (as decided by the Practice);
add **others as agreed**.
- g) The Patient Participation Group reserves the right to co-opt health professionals or patients for specific meetings.
- h) The Patient Participation Group reserves the right to select membership of the Group in some patient categories to ensure that it represents the whole Practice population.

- i) The overall patient membership base of the Patient Participation Group shall not normally exceed **fifteen**. The Patient Participation Group recognises the need to ensure that it is representative of all patients and shall retain the right to expand membership to fulfil the objective above. **This will be reviewed by the Group on an ongoing basis.**
- j) Any registered patient may join the Virtual Group. This is open to all registered patients and is an opportunity to reach out to larger numbers of patients who are unable to attend meetings. A member of the Patient Participation Group and an identified member of the Virtual group should be allocated to take responsibility for liaising with the Virtual group to avoid any exclusion. There should be a standing item on the Patient Participation Group agenda identifying key themes/ issues identified by any members of the Virtual group to ensure they are engaged.
- k) Notwithstanding the above any registered patient may contribute to the Patient Participation Group through email, phone, meetings, feedback forms or other electronic feedback methods as in place e.g Facebook, Twitter. The Patient Participation Group activities must be clearly displayed in the surgery.
- l) For housekeeping reasons and to maintain an active Patient Group; in the absence of any apologies or contact to the contrary, any members with non-attendance recorded at three consecutive meetings will be transferred to the virtual group, or deemed to have resigned. Any resulting vacancy can be offered to another registered patient.

3. Code of Conduct

Members of the Patient Participation Group make a commitment:-

- a) To respect Practice and Patients' confidentiality at all times (see

2(e). All matters discussed remain confidential unless agreed otherwise.

- b) To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- c) To be open, flexible, listen and support each other.
- d) To abide by the 7 (Nolan) Principles of Public Life – Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- e) Not to use the Patient Participation Group as a forum for personal agendas or complaints. These should be taken forward through the existing channels.
- f) To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- g) Otherwise to abide by principles of good meeting practice, for example:
 - Reading papers in advance
 - Arriving on time
 - Switching mobile phones to silent.
- h) Removal of a patient from the Practice list, for whatever reason, will mean that membership of the group ceases

4. Activities of the Patient Participation Group both virtual and physical group

The Group will:

- a) Contribute to Practice decision-making and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However the final decisions on service delivery rest with the Practice;

- b) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary, also helping patients to understand the Practice's viewpoint;
- c) Communicate information which may promote or assist with health or social care;
- d) Explore ideas and issues identified from patient surveys;
- e) Maintain a Patient Participation Group area in the waiting room of the surgery with up-to-date information on the current activities and opportunities for patients to comment and post in a suggestion box. The Patient Participation Group will, where possible, meet and greet and engage with patients in the waiting area;
- f) Act as a forum for staff to raise Practice issues affecting patients or for input into any operational issues affecting staff; in order that patients can have their views on practice matters taken into account;
- g) Act as a forum for ideas on health promotion and self-care and support activities within the Practice to promote healthy lifestyle choices;
- h) Raise patients' awareness of the range of services available at the surgery and help them to use such services more effectively.

5. Meetings of the Patient Participation Group

- a) The Patient Participation Group shall meet no fewer than four times a year.
- b) In the absence of the Chair/ Vice Chair those members who are present shall elect a Chair from among the attendees.

- c) Meetings are subject to a quorum of **five*** patient members of the group. **this will need to be determined on an individual basis by each Patient Participation Group)**
- d) Apologies for absence should be sent to **zoe.bere@nhs.net** at the earliest opportunity, preferably 48 hours before the meeting.
- e) The Patient Participation Group reserves the right to co-opt health professionals or patients for specific meetings. Any such persons shall maintain the confidentiality of the group.
- f) Decisions shall be reached if at all possible by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/ her deliberative vote. Consideration of the virtual group membership views will always be taken into account;
- g) The Patient Participation Group shall produce minutes of meetings and newsletters informing patients of its activities and decisions. Copies of minutes will be available from the Surgery and on the Practice website or sent via email on request;
 - Minutes will be sent by email to Patient Participation Groups and Virtual Groups;
 - Patient Participation Group members (without email) may collect copies from the Surgery;

6. Organisation of the Patient Participation Group

- a) Notwithstanding the number of patients registered to the practice (**approximately 7460**) in order to make meetings manageable it is recommended that the Patient Participation Group meetings should be restricted to a maximum of **15** members. In exceptional circumstances additional attendees may be co-opted, dependent upon the nature of the business to be discussed.
- b) The Patient Participation Group will also form a sub-group of no

more than six members under the direction of its Chair. This Group, called the Working Group, will meet monthly to take forward issues as directed by the Practice and the Friends of Queens Patient Participation Group.

- c) (if applicable) The Treasurer shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting. Duties include recording all transactions, providing receipts, regular financial reports and arranging for an independent audit to take place prior to presenting the end of year Accounts.
- d) The Chair of the Friends of Queens Patient Participation Group will convene an Annual General Meeting (AGM) of the Group before the end of February each year. The date and time shall be published at least one month prior to the meeting by means of a notice in the local press, a Surgery notice in the waiting room and on the Surgery website.
- e) Officers of the Friends of Queens Patient Participation Group and members of the Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position. Membership and the appointment of officers will be agreed and ratified at the Annual General Meeting.
- f) At least two weeks prior to any Annual General Meeting, the Chair will publish an Agenda for the meeting.
- g) Any member of the Patient Participation Group who wishes to nominate him/ herself for a position on the Working Group, or any other official role such as Chair or Secretary should advise the incumbent Chair of their proposed intentions to do so at least two weeks prior to any Annual General Meeting. This should be by submission of a completed Nomination Form endorsed by two existing Patient Participation Group Members.
- h) Officers appointed shall serve for a period of four years. Members may stand for re-appointment, up to a maximum of three terms

(i.e. 12 years). However periods of extension may be considered to ensure that the full range of relevant experience remain available to the Group.

- i) Virtual Group members shall receive regular information sent by the Patient Participation Group. Feedback and comments from this body shall be considered at the Group Meetings, and cascaded back to all members. The Chair and the Working Group shall maintain ongoing virtual contact with members of the Patient Participation Group, Subgroups and Virtual groups between meetings.
- j) The Patient Participation Group will produce a quarterly newsletter, including contributions from members, and patients and with administrative support from Practice staff:
- k) Administrative assistance if required will be provided by staff at the Practice. Mainly to circulate Agenda, Minutes and information to members.

These Terms of Reference were adopted by **Friends of Queens Patient Participation Group** at the meeting held at venue / date and may be reviewed according to emerging needs.

Signed

According to Patient Participation Group agreement, e.g. Chair and surgery representative