

**(DRAFT/ AMENDED) TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP
(January 2017)**

1 Title of the Group

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) OF THE BEARSTED MEDICAL PRACTICE and may be affiliated to the National Association for Patient Participation.

2 Aims of the Group

- To represent constructively the views of registered patients regarding the service provided by the surgery as a whole.
- To provide a pathway for communication and promote co-operation between the practice, patients and the wider community for the benefit of all.
- To work with practice staff and doctors to improve the overall patient experience.
- To promote the general health and wellbeing of practice patients.

3 Membership of the Group

Membership of the group shall be open and free to all registered patients and staff at the practice.

4 Activities of the Group

- To gather and provide feedback on patients' needs, interests and concerns regarding their experience of the service they receive.
- Work with the practice to communicate and consult on planned service changes for patients.
- To give patients a voice in the organisation of their care.
- To encourage health education activities within the practice.
- To liaise with other PPGs in the area and West Kent Clinical Commissioning Group.
- To raise funds where necessary in support of improving the patient experience.
- To undertake such tasks as appear necessary for the furtherance of the principal aims of the group as set out in (2) above.

N.B. – It is not the role of the PPG to handle formal complaints.

5 Communication

The deliberations and workings of the PPG will be communicated in a number of ways:

- Notes of the meetings of the PPG Committee, the Joint PPG/ Practice meetings and the PPG AGM will be included in the Patient Group section of the Practice website and also circulated by email.
- A newsletter will be produced on an approximately quarterly basis and made available as a paper copy to patients in the surgery waiting area. It will also be posted on the surgery website and circulated by email.
- A PPG table will be maintained in the Practice waiting area to include information about the group's activities.
- The display screen in the waiting area may also be used.

6 The Committee and Officers

- The Group's activities will be organised by a committee of volunteers and invited members. The committee shall consist of not more than 10 members including four officers (Chair, Vice Chair, Secretary and Treasurer). Other members may be co-opted as required but may not have a vote.
- The Committee will endeavor to meet not less than four times annually and is empowered by these Terms of Reference to manage the affairs of the Group and to take such actions as may be appropriate to further the aims of the Group. At the meetings of the committee, four members including one officer shall constitute a quorum.
- The Committee may form sub-groups to focus on particular projects, reporting back to the Committee.
- All Committee Members shall each have one vote at committee meetings and the Chair of the meeting shall have a second or casting vote. Decisions shall be by majority except with respect to

proposed alteration of these Terms of Reference when the decision must be by two thirds of all committee members.

- Members of the PPG Committee who, in the opinion of the Chair and two other officers, have been inactive in the Committee's activities for a period of 12 months and having failed to attend three consecutive meetings should be considered as having withdrawn from the committee.

7 Annual General Meetings (AGM) and Extraordinary General Meetings (EGM)

- The officers shall be nominated and elected or re-elected annually at the Annual General Meeting which will normally be held in September each year. All PPG members attending the AGM will have a vote. 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.
- The Treasurer will present a report of the financial activities during the previous year with a statement of the accounts at the AGM. These annual accounts will be verified by an independent examiner.
- Extraordinary General Meetings can be called with a minimum of 21 days notice. Notice of the day, time and place will be given via the Practice, website, email and advertised on the surgery monitor. A quorum of at least 5 Committee Members is required to enable a vote to take place. A vote would be carried on the basis of a simple majority of those attending with the Chair having a casting vote in the event of a tie.

8 Finance

- The PPG will maintain a bank account to manage funds raised.
- Requests to withdraw funds will be made to the PPG Chair.
- Any two officers of the committee must sign cheques as agreed with Nat West Bank, to release funds.

9 Governance

- All new members of the Committee must sign a confidentiality agreement with the Practice.
- Terms of reference to be reviewed at least once a year.
- The Treasurer or a nominated Committee member will submit accounts at quarterly meetings.
- PPG Committee Members have no liability for any actions brought against them regarding claims for any loss, accident or injury incurred in connection with any activities or projects undertaken by the PPG.

10 Dissolution

- In the event of the PPG being disbanded or dissolved for any reason, any remaining funds should be transferred to an appropriate organization with charitable status with aims similar to that of the PPG or primary aims to provide community services that promote or protect health and wellbeing to serve residents of the catchment area of this practice.
- If no EGM can be called with an appropriate quorum to formally approve dissolution, any period of inactivity for 12 months, with either, no meetings/ communications or activity on the bank accounts, will constitute a de facto dissolution of the Bearsted Medical Practice PPG.