

Terms of Reference

Date Approved: 19 April 2024	Review Date: 19 April 2025
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1. Purpose

The purpose of the Patient Participation Group (PPG) is to develop and strengthen a good working partnership between patients and Derwent Valley Medical Practice (the Practice); to encourage developments and improvement in healthcare and facilities through feedback that matters to the diverse population for which it cares.

The activities of the PPG will be used to help meet the Care Quality Commission (CQC) Key Lines of Enquiry relating to 'the well lead' domain.

The PPG is not a forum for individual patient health issues or complaints. These are dealt with by the practice in accordance with standard procedures.

2. Aims

The aims of the PPG are to:

- i. Work together with the Practice to provide a range of ways for all patients to share their views about current and proposed services developments; including giving feedback to the Practice on patient experience, generic patient and carer needs, interests and concerns.
- ii. Raise patient awareness of the range of services available at the Practice and help patients access / use such services more effectively.
- iii. Contribute to promotion of good health and well-being by arranging / supporting health awareness events.
- iv. Receive updates on local and national initiatives or developments from the Practice ensuring patients are involved in decisions about the range and quality of services provided.
- v. Act as a sounding board for Practice staff on issues affecting patients.
- vi. Develop links with other patient groups, practice PPG's and relevant PPG forums to share good practice and ideas.

3. Membership

Membership of the PPG is voluntary and will operate in a non-political and non-sectarian manner. The membership will be managed as follows:

- i. Membership shall be open to all registered patients, their carers (even if they are registered elsewhere) in order to represent the 'Patient Voice' and Practice staff.
- ii. An up-to-date list of current members will be held by the Practice in accordance with the Practice Data Protection Policy.
- iii. Members may withdraw from the PPG at any time. In which case, the practice will remove all details from the PPG list and no further PPG information will be communicated.
- iv. Agendas, minutes of meetings, newsletters, information and invitations to participate in PPG surveys will be automatically provided by the Practice.

- v. Membership will automatically cease when the member is no longer registered at the Practice.
- vi. The Practice reserves the right to refuse membership or remove a member where, for example, the applicant is known to have been abusive to a member of the Practice staff, volunteers or other health care professional, or has breached Confidentiality.

3.1 Handling of membership information

For the purposes of the UK Data Protection Act, the Practice will be the 'Data Controller' of personal data associated with the PPG membership. The Practice will collect the following information:

- name
- email address or contact telephone number
- preferred contact method
- age
- ethnicity
- area of residence

The information will be used to:

- keep a register of current membership
- provide notice of PPG meetings
- progress any comments or suggestions
- collect views and experiences

4. Organisation of the PPG

The PPG will be composed of a core committee of an elected Chairman, Vice-chairman and Secretary together with a small number of general members. The Practice will be represented by the Partner Manager and / or GP Partner. Elected posts are reconfirmed after an initial period of six months and thereafter each year. Core committee membership is open to any general member who wishes to actively participate in the operation of the PPG. General members may also be co-opted for specific activities or projects.

General membership will be offered at one of two levels to all who fulfil the requirements in paragraph 3i, as follows:

- "Be Informed": Receive newsletters and updates about the Practice via e-mail or website PPG notice board;
- "Be Engaged": Receive the same information as "Be Informed" and in addition be invited to:
 - a) participate in surveys or questionnaires;
 - b) help with PPG events.

Decisions regarding PPG activities shall be reached by consensus at quorate PPG meetings. An attendance of the Chair or Vice-Chair, a representative of the Practice and three other PPG members is deemed to be a quorum.

4.1 Working practices

In all meetings and activities involving the PPG, both the Practice and patient confidentiality will be respected at all times. The views of all PPG members and those with which the PPG interacts will be given due respect and consideration.

The Practice will normally refer to the PPG membership whenever it is considering changes that may impact on the patient experience whilst in the care of the Practice.

Protocols (agreed with the Practice) will be in place to facilitate PPG interaction with practice patients in order to undertake surveys etc.

Wherever possible communication will be via email.

The PPG will maintain a display in the PPG area of the Practice waiting rooms with up to date information including:

- Notice of future meetings, reports of meetings and information about the PPG.
- Newsletters, opportunities to be involved, relevant findings / reports.

The Practice will publish the same information on dedicated pages of its website for wider community access.

Facilities will be provided at the Practice reception desks to enable patients to submit questions / comments in confidence regarding the PPG; these will be discussed at PPG meetings.

4.2 PPG Meetings.

Meetings of the PPG will normally be held in the St Marks Road surgery conference room, by arrangement on an as required basis, or at least four times per year.

Meetings will be face-to-face and / or virtual at mutually agreed dates and times, based on the needs of the group. Members are requested to provide apologies or confirmation of attendance for all meetings. (There may be limitations on numbers of attendees due to size of conference room, the Practice will decide on safe attendance levels in line with their Safety Policies). Members are encouraged to read all papers before attending

Meeting draft agendas will be co-produced by the Chair and Practice representative and circulated for comment no later than one week before the meeting. Standing items of 'Practice update' and 'Discussion of patient feedback' will be included in the agenda.

Speakers will be invited to attend to raise the profile of key issues.

Members will be required to complete a "Considered Consent" form (Appendix A) in order to enable the group to communicate effectively.

4.3 Alteration of the Terms of Reference.

These Terms of Reference will be reviewed at the end of each year, or according to emerging needs. They may be altered or amended following discussion and approval by consensus.

4.4 Confidentiality and Data Protection

Members of the PPG do not require information about patient identity, illness, condition or nature of treatment and should not seek it. If a patient willingly discloses such information in the course of discussions, members should receive this in the strictest confidence and

undertake not communicate that information to anyone else unless advice about safeguarding is necessary. In such cases the Practice Manager must be informed immediately. No patient identifiable information will be shared or discussed at PPG forums.

**(Appendix A)
Considered Consent Form**

Data Protection

By signing this form you consent to the Derwent Valley Medical Practice Patient Participation Group (hereafter 'PPG') holding and processing contact information with the sole purpose of running the PPG as defined by the Terms of Reference.

Confidential Information

Confidential information is all information relating to the Derwent Valley Medical Practice (hereafter 'the Practice'), its patients and its employees.

During the course of your association with the Practice regarding PPG matters, you may have access to, see or hear, confidential information concerning the Practice and patients which must not be disclosed to any other person. In the capacity of PPG members this information will be limited.

The PPG membership forms, when complete, should be handed by the patient / carer to reception who will ensure the data is processed confidentially.

Surveys / questionnaires used by the PPG will not contain any patient identifiable data other than to identify the diversity of the respondents where relevant.

Members of the PPG will not approach the published or broadcast media or engage with 'social media' regarding matters involving, or information obtained while acting under the auspices of, the PPG or the Practice without prior written approval of the Practice.

The PPG activities will only be conducted in areas of the practice open to the public and with specific approval of the Practice. Any interviews will be carried out quietly and discreetly in the waiting room.

This agreement applies during your PPG membership and after that membership ceases.

I, the undersigned, understand that I am bound by a duty of confidentiality and have read, understood and agreed to the Practice PPG Confidentiality Agreement.

PPG Applicant

Name:

Signature:

Date:

Practice Representative

Name:

Signature:

Date: