

Woodstock Lanark Patient Participation Group

Terms of Reference

1 Name The name of the group shall be **Woodstock Lanark Patient Participation Group.**

2 Purpose - The Group shall bring together representatives from Woodstock Surgery (Alba Medical Group- Lanarkshire) and their patients who will meet at regular intervals to consider ways of working with the practice to improve the service and make positive contributions to services and facilities from the practice to their patients.

3 Objectives - The objectives of the Group are: -

- To give patients a voice in the organisation and delivery of their healthcare and encourage and support patients to look after their own health with good health education and practice.
- To discuss and agree an action plan with such a plan contributing to decision making and service provision and development within the practice.
- To promote co-operation and information exchange between the Practice and Patients to the benefit of both.
- To identify where the Group can influence the Practice and/ or other parties to the benefit of patients and/or the Practice.
- To seek and listen to the views of patients and represent their views to the Practice or others with responsibility for health or social care.
- To work in partnership with the practice to support Person Centred Care and improve patient satisfaction.
- Be offered the opportunity to be involved with the commissioning of services within community.

4 – Way of Working

- All members are equally important, and all opinions must be respected.
- The Group will operate within the practice equal opportunities policy.
- Any group member wanting to raise individual matters should do so with the practice, though it is recognised that at times group members' experiences with the health services may be useful in spotlighting potential future areas for discussion within the group.
- Any inappropriate areas raised should be identified by the Chair/Deputy Chair or Practice representative.
- Contributions from all members of the Group will be welcome, encouraged and listened to.

5 - Membership of the Group

- The Group shall consist of a Chair, Deputy Chair and additional patient members as thought necessary by the group and a minimum of a management representative and at least one GP Partner or clinical representative from the Practice.

Initially there will be 12 patient member representatives of the patient population.

- Membership is open to patients of the practice. Where a patient needs the support of a carer to fully participate in the group a carer or supporter shall be permitted to accompany the person to meetings.

- All members of the Group, whether a Patient Member or a Practice Representative will supply a direct email address that will be confidentially circulated to all on the Group for ease of communication.
- The Group may co-opt additional members as necessary.
- It is hoped that decisions will be made by consensus. In the unlikely event of a vote being needed co-opted members may not vote.
- Four members must be present for the outcome of the vote to stand.
- Vacancies in the Group will be advertised within the community. In order to be as representative as possible of the patient population. Adverts will make it clear what the gap is the group is seeking to fill e.g., parent of young children, someone with social work experience, etc.
- Volunteers will be asked to submit a statement outlining their experience and suitability for the role and **may** be invited to meet with the Chair or Deputy Chair and representatives of the group to ensure they are suitable for the needs of the group. Depending on the number of vacancies, volunteer candidates may be shortlisted by the PPG.
- Any member of the group whose behaviour falls short of the Way of Working standards, will be removed from the Group, if the majority of the members agree. This is the appropriate course of action.
- Members will serve for a period of three years. All members may offer themselves up for re-election at the AGM.
- If there is more than one nomination received for any position, then a vote will be taken. The members willing to stand, will be invited to make or provide a written statement of suitability. The group shall decide in advance of the AGM whether any vote is by a show of hands or a secret written ballot. In the event of a tie, the Chair of the meeting shall have a casting vote.
- Names of members of the Group will be publicly available on the practice website, and may be included on a poster within the practice and other places where information about the group is placed.

6 - Office Bearers

- The initial Chair and Deputy Chair will be elected for 3 years, effective from July 2023 and thereafter nominations will be held annually at the AGM. Nominations for each position will be taken from members, with those willing to stand being invited to make or provide a written statement of suitability.
- If there is more than one nomination received for any position then a vote will be taken. The group shall decide in advance of the AGM whether any vote is by a show of hands or a secret written ballot.
- No office bearer shall serve in the position for longer than 3 years and shall not be eligible to stand for re-election until a further 2 years have elapsed unless agreed at a PPG meeting.
- The initial Chair and Deputy Chair of the group will be elected during the meeting of the group at which the Terms of Reference are adopted. All members willing to stand for election must submit a statement of suitability in advance of the meeting to be circulated with the agenda.
- In the event that the Chair and/or Deputy Chair resign or fail to meet the commitment criteria, then an interim Chair and /or Deputy Chair may be elected at a PPG meeting.

7 - Meetings

A - Ordinary Meetings

- These will generally be held bi-monthly or at such interval as the Group decides with an annual calendar of meetings being published following the AGM.
- Where items are deemed to be confidential after discussion between the Practice and Chair or Deputy Chair, members should be notified of this fact on the agenda and such matters may be redacted from the minute made available to the public and press.
- Minutes of the meeting should be circulated to members of the group no later than **10 working days** after the meeting, with comments on accuracy being sought from members as soon as possible or within a further **2 working days**. If no comments are received the minutes shall be deemed to be approved for publication.

If comments on accuracy are received the Chair and Deputy Chair should seek to resolve the issue prior to publication.

- Notes & Minutes of the meetings will be posted on the practice website, available from reception or other means as the Group decide, within **14 working days of the meeting**.
- Patient representatives may elect to have "Patient only" meetings to discuss items for Agenda for the meeting with the Practice or any other issues that are deemed necessary.

B - Open Meetings/events

- These will be held if there are particular issues to be discussed or communicated or where there may be some health or social care benefit e.g., a Health Fayre, communication about a particular form of treatment or major changes in services.

C – Annual General Meeting

A meeting open to all patients and carers of patients will be held each year (normally in September) starting in 2024, unless otherwise agreed by the Group to: -

- Hear a report from the practice on performance and progress made with the agreed action plan.
- Update those attending on the work of the Group over the previous year.
- Listen to the views of those attending on the appropriateness of future plans and to change these if higher priorities emerge.
- Elect Officer Bearers (where appropriate).
- Elect members to fill vacancies.
- The Group would aim to have a health or social work speaker at the Annual Meeting or any other appropriate speaker.
- Notice of all open meetings and AGMs will be posted on the practice website and advertised widely throughout the community.
- Notes of all meetings, whether general, open or AGM will be posted on the practice website, available from reception or other means as the Group decide.

8 - Support for the Group

A - Administrative Support

Administrative support for the group will be provided by the Practice to:-

- be the point of access and focus for communications – this will include access to the PPG members by members of the public.
- produce the agreed agenda and minutes in conjunction with the Chair and Deputy Chair
- arrange meetings (venue, refreshments etc).
- process claim forms for members' expenses.
- ensure web-based information is maintained and kept up to date.
- collect and disseminate information as and when required.
- attend meetings to take minutes.

B - Financial Support

- The Practice will provide financial support to the group to include all administration, publicity development, venue hire and training costs. All barriers to participation should be removed.

C - Training and development for group members

The Group will respond to any identified development needs which the members may have.

9 - Access to information and appropriate use of Information

- Members will ensure proper use and handling of information e.g., confidentiality, data protection etc. This will be undertaken in accordance with the principles of General Data Protection regulations (GDPR) The Participation Group needs to support the members with the provision of information and this will include information being available in different formats e.g., websites etc.
- Where information is deemed to be confidential, the chairperson should make this known to the members.

10 - Commitment to Equality and Diversity

- The Participation Group will encourage representation of people from diverse backgrounds, but where this is not possible strategies will be put in place to support communication and participation through links with established community groups in the community.

11 - Review of Terms of Reference

- The Terms of Reference will be a standing agenda item at all ordinary meetings.

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Role and Responsibilities of a Group Member

This document is designed to help members of the group understand what is expected of them should they choose to become a member. It is important for the members that expectations are clearly set out and are agreed.

Role Participation Group members will: -

- contribute views and give advice on how to communicate and engage with the community and health and social care services.
- have an opportunity to share their opinions on proposed changes.
- highlight any health and social care issues/priorities or concerns within the local community that they feel are relevant.
- be asked to play a part in any public engagement activities carried out, for example by manning a stall at a local community gala.
- use their skills to help in the work of the group for example by using their IT skills to help design a poster.

Responsibilities Participation Group members will: -

- attend meetings (if a member cannot attend a meeting, then they should put their apologies into the Chair or administrator prior to the meeting).
- play an active part in the group and take on roles that may be requested of them
- respect confidentiality.
- not use the group as a forum for complaints or to raise personal issues which are not relevant.
- report back on any tasks that they have undertaken on behalf of the group.

Contact with the media

- If the media contact a member, then they should refer them to the Participation Group. Members should not speak to the media on behalf of the Participation Group without first agreeing this with the rest of the members. Of course, members are free to talk to the press as long as they make it clear that they are expressing their own opinions and not that of the Participation Group.

Conflict of interest

- In certain situations, members may feel that they have a conflict of interest with the topic being discussed and cannot give an unbiased opinion. In these cases, members are expected to raise the conflict and will not be entitled to vote on any decisions to be made.

Expenses

- There should be no barrier to participation and members may be entitled to out-of-pocket expense incurred while carrying out tasks on behalf of the Participation Group. The Group will decide when this would be appropriate.

Term of membership

- Each member will be asked to sign up to serve a term of 3 years on the group. This is to ensure that the community get the opportunity to join the Participation Group. Members who have completed their term will be allowed to offer themselves for re-election at the AGM or should vacancies occur.

What you'll bring to the Participation Group

There are a great range of things that members can bring to a group such as: -

- enthusiasm
- skills and abilities
- opinions
- experience
- ideas.

You will be able to play a part in some of the decisions that are being made by the group. This will help the group to make decisions that are based on the needs of the community and will hopefully ultimately lead to the improvement of services for all.

You will help the group communicate with the community and build a relationship. With your help the group will be able to respond to the wider health and social care needs of our community.

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