

**Charter Medical Centre  
Patient Group (PPG and PRG)  
Terms of Reference**

**1 Title of Group**

The Group shall be called 'The Charter Medical Centre Patient Group' (CMCPG). This will comprise a Patient Participation Group (PPG) and a Patient reference Group (PRG)

**2 Aims of the Group**

The aims of the Charter PG are to promote cooperation between Practice and Patients for the benefit of both.

**3 Membership of the Group**

Membership of the Charter PG shall be open to all registered patients.

3.1 The PPG will undertake such activities as shown below.

3.2 The PRG will be informed of and invited to activities organized by the PPG and will assist the PPG by responding to requests for views and ideas and taking part in occasional surveys.

**4 Activities of the Patient Participation Group**

4.1 The PPG will consult with the Practice on the development and provision of Patients' needs concerning health and social care.

4.2 The PPG will contribute to, and be kept informed of, Practice decisions.

4.3 The PPG will promote the needs of the Patients by encouraging and supporting activities within the practice to promote preventative medicine and healthy lifestyle choices.

4.4 The PPG will represent registered Patients in seeking to influence local provision of health and social care.

4.5 The PPG will produce a newsletter as required to inform Patients of the work of the Practice and of PPG activities. The newsletter will be distributed by e-mail, or by post where necessary, and will be made available in the surgery and on the PPG pages of the Charter Medical Centre website.

4.6 The PPG will seek to ensure that information and advice for Patients are readily available and clearly presented.

4.7 The PPG will undertake any other activity deemed to fit the Aims of the Group as appropriate.

**5 Meetings of the Group**

5.1 *The PPG will endeavour to meet no fewer than four times a year and will include an Annual General Meeting (AGM).* All registered Patients will be invited to attend. Notice of all regular meetings and the AGM will ideally be given four weeks in advance of the meeting. An Extraordinary Special Meeting (ESM) may be held, of which three weeks' notice will be given.

5.2 At the AGM, the business will include reports from the Chair and Treasurer, review of the Terms of Reference and Election of the Committee for the following year.

5.3 Notices and reports of PPG meetings, along with information about PPG activities, will be displayed on the PPG notice board in the waiting room, and on the PPG web pages. In addition, members of the PG (PPG and PRG) will be alerted by email, text or by post, as appropriate.

**6 Organisation of the Patient Group**

6.1 PPG activities will be organized by a Committee of up to 12 volunteers from the membership. These persons will be agreed annually at the AGM.

6.2 The Committee will ideally be composed of a Chair, Deputy Chair, Secretary, Treasurer and up to eight members who will take responsibility for specific

areas of PPG work. These roles, including the office holders will be agreed by the Committee at the first meeting following the AGM.

- 6.3 The PPG Committee will set priorities on an annual basis. These will depend on the number and interests of the volunteers and in accordance with their available time.
- 6.4 The Committee will meet between 4 and 6 times a year and communicate by e-mail and telephone between meetings. *These will depend on the number and interests of the volunteers and in accordance with their available time.*
- 6.5 The Committee may invite persons to a meeting for specific purposes. Such persons may speak at meetings but do not have a vote. The Committee is empowered to form sub-groups and steering committees relevant to specific interests within the Practice or the PPG.
- 6.6 In the event of a resignation from the Committee a substitute may be appointed by the Committee in order to further its' work.
- 6.7 The Quorum for Committee decisions will be 5 or 50% of the elected volunteers.
- 6.8 The PPG will, in the process of its' decision making, have due regard to the need to advance equality of opportunity , foster good relations between people who share a protected characteristic and take account of disabled people's disabilities.
- 6.9 No member of the PPG shall conduct themselves in a manner likely to bring the PPG or The Practice into disrepute.
- 6.10 Administrative assistance will be provided by the Practice as circumstances dictate.

## **7 Confidentiality**

All members of the Committee will sign a **Confidentiality Agreement** at the first Committee meeting following the AGM.

In addition, any PG member who receives or learns about any information concerning a Patient or the Practice must not disclose this information. This will be implicit in applying to become a member of the PG

## **8 Review**

These Terms of Reference will be subject to Annual Review by the PPG Committee for agreement at the AGM

### ***Approval and adoption of the terms of reference:***

- *Tabled at the Charter PG committee meeting on 27<sup>th</sup> April 2015 and suggested amendments made by the Chair for approval from committee which committee approved.*
- *No amendments were proposed and the terms of reference were adopted at the PPG committee meeting on 23<sup>rd</sup> March 2015.*