

Broad Lane Surgery

Patient Participation Group

Terms of Reference

1. Aims of the Broad Lane Surgery Patient Participation Group (PPG)

- 1.1 To facilitate good relations between the GP practice and its patients.
- 1.2 To work collaboratively and positively with the practice.
- 1.3 To support the building of two-way communication and co-operation between the practice and patients.

2. PPG Structure and Membership

- 2.1 Membership of the group is voluntary, and any patient registered at the practice (or their registered carer) can apply to be a member. If an application is received from a patient who has an unresolved complaint, formal or informal, against the practice, the application will not be considered until the matter has been resolved to the satisfaction of both the patient and the practice.
- 2.2 Member recruitment should aspire to represent the practice population. See Information on the Equality Act 2010 in Appendix 1.
- 2.3 The PPG will make reasonable efforts during each calendar year to review its membership to ensure that it is representative of the registered patients in the practice.
- 2.4 The PPG shall consist of no fewer than six patient members nor more than twelve patient members at any time.
- 2.5 The PPG will, at the last quarterly meeting of each calendar year, elect a Chair, who should be a patient member of the PPG. Any member of the PPG who wishes to nominate themselves as Chair should advise the incumbent Chair of their proposed intentions at least two weeks prior to the last quarterly meeting of the calendar year.
- 2.6 The meetings will be attended by the Practice Manager and at least one GP representative. Other members of the practice team may be invited to attend to discuss specific items.
- 2.7 Membership of the PPG should be for no more than three years, renewable once.

2.8 Members of the PPG will follow the **Code of Conduct** at Appendix 2.

3. Management of the PPG

3.1 The PPG shall meet four times a year with attendance in person or virtually.

3.2 In the absence of the Chair, those members who are present shall elect a Chair for that meeting from among the attendees.

3.2 At least four patient representatives, one Practice Manager and one GP are required to form a quorum. If quorum is not met, any recommended decisions must be approved by email by a majority of members within one week of the meeting before they can be actioned.

3.3 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.

3.4 Decisions shall normally be reached by consensus. However, if a vote is required, decisions shall be made by simple majority of those present entitled to vote. In the event of a tied outcome, the Chair may exercise a casting vote in addition to their deliberative vote.

3.5 The minute-taker shall produce and distribute draft minutes of meetings within two weeks to be considered and approved at the following meeting of the PPG.

4. Confidentiality

4.1 Members must keep all papers and discussions at PPG meetings strictly confidential. All PPG members will be required as a condition of membership to sign a copy of the practice's confidentiality agreement.

5. Code of Conduct

5.1 All PPG members must abide by the Code of Conduct shown at Appendix 2.

6. Activities of the PPG

6.1 Serve as a sounding board for practice decision making and service development and provision.

6.2 Assist the practice in seeking feedback from patients and in considering patients' needs, concerns and interests; challenge the practice constructively whenever necessary.

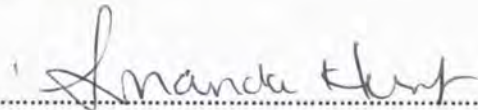
6.3 Support the practice in implementing improvements to the quality of patient care.

- 6.4 Serve as a sounding board for dealing with concerns and criticisms about the practice.
- 6.5 Assist the practice in reviewing the process by which the practice deals with complaints.
- 6.6 Assist as required in developing any practice surveys and in analysing feedback from surveys as requested.

7. Signed agreement

These Terms of Reference were adopted by Broad Lane Surgery PPG at the meeting on 26 April 2022 and will be reviewed annually or according to emerging needs.

Signed by:


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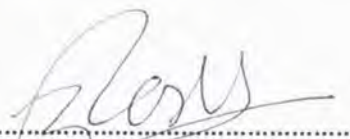
PPG Chair, Amanda Hunt

Dated..... 9/8/22

And 
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Practice partner, Dr Saikhat Adhikari

Dated..... 16/08/22


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Practice partner, Dr Zehra Rashid

Dated..... 24/8/22

Appendix 1

Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together several existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the Home Office website

Q: Who is protected by the Act?

A: Everyone is protected by the Act. The 'protected characteristics' under the Act are (in alphabetical order):

- age
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- gender reassignment
- race including colour, nationality, ethnic or national origin
- religion or belief
- sex
- sexual orientation

It is against the law to discriminate against anyone because of a 'protected characteristic'.

Appendix 2

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, always respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

- A. To respect always practice and patient confidentiality.
- 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 and flexible and to listen and support each other.

- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. To accept that the decisions made by the PPG will be owned by the group rather than an individual.
- H. To abide by principles of good meeting practice, for example:

1. Reading papers in advance.
2. Arriving on time.
3. Switching mobile phones to silent.
4. Allowing others to speak and be heard/respected.