

Phoenix Health Group Patient Participation Group (PPG) - Constitution

1. Name

The name of the group shall be Phoenix Health Group Patient Participation Group (PPG) and it will include all surgeries of the Phoenix Health Group.

2. Aims

The PPG aims to:

- work alongside the partnership and practice staff of The Phoenix Health Group to promote continuous improvement which ensures that *its* patients and carers (See Appendix2) experiences are at the heart of responsive services;
- support and strengthen the relationship between the Practice its patients, carers and local community.

3. PPG Role

The role of the PPG is grouped into five areas:

Be a Patient voice: Promoting a patient-led culture

- Be a 'critical friend' to the Practice by providing feedback on patients' needs, concerns and interests; challenging the Practice constructively whenever necessary.
- Understand how the Practice works:
 - the services it offers and doesn't;
 - its ambitions and plans;
 - constraints that limit the Practice;and help with communication of these to patients and carers.

Challenge & Support: help the Practice to improve service delivery

Advise and act as a consultative group for any changes within the Practice:

- Advise the Practice on the patient perspective, providing insight into the responsiveness and quality of services based on review of experience feedback.
- Review with the Practice management feedback received by or about the Practice (e.g. Friends and Family Test (FFT), patient surveys, anonymised compliments, comments, concerns and complaints (4Cs). Where feasible, PPG suggestions for actions in response to feedback to be progressed with the Practice.
- Develop community profiles and collect community 'insights' if practicable.

- Promote the choices of ways people can provide feedback on their experiences of the practice

Communications, engagement and inclusion

- Support and strengthen the relationship between the Practice and its registered patients *and carers* through regular and proactive communications.
- Support Practice communications with registered patients *and carers* and help with providing information about local groups and support services.
- Review patient targeted information materials produced by the Practice.
- Seek feedback to inform and influence Practice decision making, ensuring services are responsive and continuously improve.
- Ensure communications and feedback methods are responsive to diverse communication needs.

Partnership and wider involvement

- Represent the Practice patient *and carer* voice at Primary Care Network (PCN) and countywide (Integrated Care System) level.
- Encourage and promote co-operation with other PPGs in the Primary Care Network and across the county.
- Support One Gloucestershire Integrated Care System to gain feedback on healthcare and social care in Gloucestershire.
- Give feedback to and get involved in local and national health consultations.
- Promote improvements by identifying developments and best practice through PPG involvement with local, regional & national, health and PPG networks.
- Participate in the Care Quality Commission Assessment and other quality reviews representing the patient *and carer* voice.

Promoting health and care

- Encourage patients to take greater responsibility for their own and their family's health.
- Organise health promotion events with both the Practice and other PPGs including promoting and self-care, health and wellbeing and to support better understanding of long-term health conditions.
- Raise awareness of, and access to, other support e.g. voluntary and community partners.
- Work with the Practice to continue to develop patient take-up of vaccination programmes, new initiatives and online services.

4. PPG Membership and Roles

Membership of the PPG is open to anyone over 16 who is registered at the Practice as a patient or carer (consideration to be given to the views of younger patients being heard). The maximum membership will be 1% of all patients registered with the Practice. This number will be reviewed annually, in line with changes to the Practice size.

The Practice together with the PPG will aim to ensure that the constituent elements of the PPG are representative of the practice patient demographic, with where practicable a range of patient interests represented.

Roles and Responsibilities

The PPG will elect two Co-Chairs and appoint a Secretary. Co-Chairs will require nomination and seconding. In the event of more than 2 Co-Chairs being nominated and seconded all PPG members will decide, on a one person one vote basis, which 2 Co-Chairs shall be elected. These positions will be re-elected/ appointed annually.

In the event of the indisposition of both Co-Chairs they may appoint an alternate Co-Chair on a temporary basis, for a maximum of one month, to undertake their role.

All members of the PPG agree to adhere to the Code of Conduct (Appendix 1). Members who resign/step down from the PPG for whatever reason, will return any documentation accumulated to the Secretary on their request.

The Co-Chairs will:

- prepare and ensure distribution of the agenda and minutes for each meeting;
- Chair PPG meetings;
- be the direct link between the PPG and the Practice.

The Alternate Co-Chair will deputise for the Co-Chair in their absence and during any interim period between the Co-Chairs standing down from office and new Co-Chairs being elected.

The Secretary will take minutes at each meeting and provide them to the Co-Chair for their distribution to members.

Whilst there is no requirement for the PPG to undertake fundraising activities on behalf of the Practice and/or the PPG they may do so. Should the PPG need to hold any finances a bank account will be used as agreed by the Co-Chairs one of whom will also act as Treasurer. They will provide regular financial updates to the PPG. See Section 7 below.

Sub-groups and committees

A sub-committee may be appointed to carry out a specific task.

The PPG and Practice may approach individuals within the PPG with an invitation to be considered for specific roles.

Any sub-committee must provide regular updates to the PPG and if thought necessary ask for further help and support. The regularity and mechanism for providing updates should be agreed with the Co-Chairs.

5. Responsibilities of the Practice

Practice staff will commit to working with the PPG and attending the PPG meetings, as mutually agreed with the Co-chairs.

In line with information governance guidance provided by the NHS commissioning organisation, the Practice will be responsible for all direct communications with patients registered with the Practice.

The Practice will update relevant sections of the Practice website to ensure information, such as minutes of PPG meetings, is accessible to all registered patients *and carers*.

The Practice will offer appropriate administrative support to the PPG.

The Practice Manager, or designated PPG link at the Practice, will meet with the PPG Co-Chairs on an as required basis. The Co-Chairs will seek specific subjects to raise at these meetings and subsequently report back on these during PPG meetings.

The Practice will keep the PPG involved in and informed about service and Practice developments; and may use the PPG in a consultative capacity.

The Practice may take forward issues and recommendations from the PPG, using patient and carer feedback, with where feasible; outcomes to be provided to the PPG and communicated to patients and carers – you said/we did.

The Practice and the PPG will aim to ensure that the constituent elements of the PPG are representative of the practice patient demographic, with where practicable a range of patient interests represented.

All members of the PPG must be made aware of the need to always maintain absolute patient confidentiality. Any member whose work on behalf of the PPG includes access to the personal information of patients, staff, other members, or any other person will sign and return a copy of the Practice's Confidentiality agreement before undertaking any such activity.

6. Meetings

Regular PPG Meetings

The PPG will aim to meet at approximately 3 monthly intervals.

The Co-Chair will be responsible for discussing agenda items and bringing to the attention of the Practice any subjects raised by patients.

Apologies should be notified to the Co-Chair in advance of any meeting

A member of the Practice team will endeavour to attend all meetings. A GP partner will also attend, where practical, to present news of proposed developments within the Practice and to respond to issues raised. Other members of staff and third parties may also be invited to attend meetings.

Quoracy

Attendance of at least 7 members at the time of any meeting shall constitute a quorum for agenda items to be discussed and agreed.

Minutes

The Secretary shall record attendance, note discussion items and actions/resolutions in the form of minutes which shall be agreed by members at the next meeting. Minutes will be distributed to all members following the meeting. Once approved by members, minutes should be made available to all PPG members, ensuring confidentiality and/or anonymity are maintained.

Voting

All decisions which in the Co-Chairs opinion require a vote, except those relating to the election of Co-Chairs in the event of there being more than 2 nominations and seconding (as per section 4) shall be carried by a simple majority of votes cast, with the Co-Chair having a casting vote (if required).

All PPG members hold one vote. The Practice shall hold one vote.

Annual General Meeting:

An AGM may be held annually each year with dates and timings confirmed with the Practice. Notice of the day, time and place be given at least a week in advance. Any items for the agenda shall be sent to the PPG Co-Chair for consideration at least two weeks prior to the AGM date.

At the AGM the Co-Chair will present a report of PPG activity during the previous year and consider any actions for the following year for discussion at future meetings of the PPG. The Practice will also present a report of their activities during the year. If the PPG are involved in any financial activity the Co-Chair as Treasurer will also present an annual report.

Election of Co-Chairs, appointment of Secretary: A person must receive a nomination and be seconded before being voted into post by the majority membership. In the event of more than 2 Co-Chairs being nominated and seconded all PPG members will decide, on a one person one vote basis, which 2 Co-Chairs shall be elected. These posts should be elected annually at each AGM or any postponement thereof.

A Special General Meeting

Shall be held if at least one third of the members of the PPG request it by email or in writing, stating the reasons in terms of a specific proposal to the Co-Chair and the Practice.

Notice of the day, time and place will be given at least 7 days in advance to all PPG members and must be held within 28 days of the receipt of the request.

The purpose of the meeting will be to discuss and vote on the proposal contained in the written request.

7. Finance and Fundraising

Whilst there is no requirement for the PPG to undertake fundraising activities on behalf of the Practice and/or the PPG they may do so. Should the PPG need to hold any finances a bank account will be used as agreed by the Co-Chairs one of whom will also act as Treasurer. They will provide regular financial updates to the PPG.

Should fundraising activities be undertaken, all monies raised by or on behalf of the PPG, will be allocated in agreement with the Practice.

8. Communications

Any communications to the Practice should be directed through the PPG Co- Chair for discussion at regular monthly meetings with the Practice Manager or representative. A short report of matters discussed at any PPG Co-Chair/Practice Manager or representative meetings will be shared with PPG at their regular meetings.

Members will only use this route to discuss PPG business and not issues relating to personal issues or grievances. Any matters relating to personal matters should be raised through regular practice routes as set out on the practice website.

9. Dissolution

Should it be necessary to dissolve the PPG, a Special General Meeting will be called (see above).

If such a decision is confirmed any assets remaining, after satisfaction of any proper debts and liabilities, shall be transferred to the Practice and used to support the delivery of patient care at the practice.

10. Constitution Review

The PPG constitution is a working document that sets out the terms of reference of the PPG and is subject to review from time to time. Any significant changes proposed to the constitution shall require approval by a simple majority of all PPG members.

Date reviewed: September 2023

Next review due: TBA

Appendix 1: Code of Conduct

Code of Conduct

- Any individual's involvement on the PPG is on the understanding that personal agendas will not be pursued. These must be addressed with the practice policies relating to raising of concerns and complaints.
- All PPG members shall comply with the Practice confidentiality agreement at all times.
- The PPG shall be non-party in politics and non-sectarian in religion and shall operate using the best principles of equality and diversity.
- Removal of a PPG member from the Practice list, for whatever reason, will disqualify them from continuing membership of the PPG.
- If behaviour by a member of the PPG damages the reputation of the PPG in the opinion of the Co-Chairs or the Practice, they will resign from the PPG with immediate effect.
- Members of the PPG may resign therefrom at any time by giving written/email notification to the Co-Chair

Appendix 2

Patients and carers

- Patients refer throughout to the Registered patients of the Practice.
- Carers refer throughout to the Registered carers of the Practice who have registered in accordance with the formal process detailed on the group's website and are listed on the Practice's Carer Register. The registration process may be amended by the Practice from time to time.