

# **The University Health Centre (UMG) Patients Participation Group**

## **Terms of Reference - version 1.1 (Draft January 2025)**

### **Aims / Purpose**

- To promote good relations between the practice and patients by communicating patients' experiences, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments.
- To offer opinions in a constructive manner and to put forward ideas on behalf of patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in development of new services.
- To explore ideas and areas for improvement or change identified from patient feedback.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.
- To be consulted on service development within the surgery, or wider secondary healthcare services.
- To evaluate and review the effectiveness of the PPG not less than once a year.
- These Terms of Reference may be reviewed according to emerging needs.

### **Membership**

- Membership is open to all registered patients aged 16 or over and their carers (who may be registered elsewhere).
- Members should be there to support the group, the practice and the local population, rather than to pursue their own personal agenda.
- Membership should aim to be representative demography of the practice population.
- Support will be provided by the practice team and designated staff from the practice as deemed appropriate.
- The core group of membership will not exceed 15 members. A virtual patient group will also be formed through the circulation of a quarterly newsletter by email and hardcopy within the surgery with the aim of accessing a wider range of patient views/opinions.
- Membership of the core group will be reviewed annually and members who have not attended in that year will be contacted if they wish to continue.

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## **Structure**

- The core group will have the following officers – chair, vice chair and secretary.
- Chair of the core group will be nominated and elected by core group members in March of each year. Term of office will be one year.
- Secretary of core group will be nominated and elected by core group members in March of each year. Term of office will be one year.

## **Reporting**

- The group's meetings will be minuted with highlighted action points and with action log tracker.
- The minutes will record topics discussed and opinions voiced and will be summarised in a brief professional manner.
- The nominated practice representative will act as the point of liaison within the practice.
- The group can expect direction, feedback and suggestions from the practice when required.
- Minutes will be made available to the wider practice population via information in the waiting rooms/notice boards and/or via the practice website.

## **Meetings**

- Meetings will be held at least quarterly on a day which is convenient to the group.
- The quorum, minimum number of people required to be present for decisions (two of whom should be the chair, vice chair and secretary) for meetings is 6 PPG members plus 2 practice representatives (one of whom is a GP).
- An agenda and any meeting papers will be sent to all members in a suitable format for them at least five working days before each meeting date.
- All members can contribute agenda items. Agenda planning before the meeting will be managed and finalised by the chair, supported by the secretary.

## **Our Values**

- We will work together with practice staff and patients:
  - In open and constructive discussion, hearing and absorbing different viewpoints
  - With integrity and even-handedness
  - Being inclusive and valuing diversity of age, gender, background, family and physical capacity
  - With full transparency
  - With respect and dignity.