

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

1. Title of the Group

The Group shall be called LEYBURN MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (hereinafter referred to as 'the Group').

2. Purpose of the Group

The purpose of the Group is to give a voice to patients of Leyburn Medical Practice (the Practice) and to promote co-operation between the Practice and Patients to the mutual benefit of both.

3. Membership of the Group

Membership of the Group shall be open and free to all registered Patients and staff of the Practice.

4. Activities of the Group

The Group will:

- 4.1 Contribute to practice decision-making and act as a forum for consultation on service development and provision;
- 4.2 Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary. This will include reviewing the Practice's annual local patient survey in order to inform the Group's priorities and work programme;
- 4.3 Serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint;
- 4.4 Communicate information about the wider community which may affect healthcare;
- 4.5 Give patients a voice in the organisation of their care;
- 4.6 Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
- 4.7 Influence the provision of secondary healthcare and social care locally;
- 4.8 Monitor services, eg hospital discharge and support when back in the community; and
- 4.9 Give feedback to NHS trusts, commissioning bodies etc on consultations.

5. Meetings of the Group

- 5.1 The Group will hold an Annual General Meeting (AGM) in October each year and may hold interim meetings if it considers these to be necessary.
- 5.2 No less than 2 months' notice shall be given for the AGM, and agendas and supporting papers will be made available no less than 4 weeks before the meeting date. No less than 1 month's notice shall be given for interim meetings for which the agenda and supporting papers will be made available no less than 2 weeks before the meeting date.

- 5.3 Notices of meetings, reports on meetings and information about the Group's activities will be displayed on the Practice notice boards, in the surgery waiting room and on the Group's page of the Practice website.
- 5.4 The AGM and other meetings of the Group will be Chaired by the Committee Chair or Deputy Chair.
- 5.5 The Group may allow non members to attend in the role of observer. Observers may only speak at a meeting if invited to do so by the Chair.

6. Organisation of the Group

- 6.1 The Group's activities will be organised by a Committee of volunteers.
- 6.2 The Committee will be composed of seven members to be agreed at the AGM and its quorum will be four Committee Members.
- 6.3 The Committee will elect annually a Chair and Deputy Chair.
- 6.4 Other members will be co-opted from time to time as required by the Committee in carrying out its business.
- 6.5 Administrative assistance will be provided through the Practice.
- 6.6 The Committee shall endeavour to meet at least four times a year providing at least 6 weeks' notice of each meeting to its members. Meeting agendas and supporting papers will be made available at least 1 week before each meeting. Committee members will be notified by email alerts, and by post when necessary.
- 6.7 The Committee Chair will liaise with the Practice prior to making any proposed communications with third party organisations.

7. Meetings Ground Rules

- 7.1 Meetings of the Group and the Committee are not forums for individual complaints or single issues;
- 7.2 The Group advocates open and honest communication and challenge between individuals;
- 7.3 The Group will be flexible, listen, ask for help and support each other;
- 7.4 The Group will demonstrate a commitment to delivering results, as a group;
- 7.5 All views are valid and will be listened to, but must be put through the Chair;
- 7.6 The Group will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the Group;
- 7.7 No phones or other disruptions will be permitted;
- 7.8 Formal minutes of each Committee and Group meeting will be kept and published; and
- 7.9 Meetings will start and finish on time and stick to the agenda.

8. Declarations of Interest

- 8.1 As a body representing the public, all members will be expected to abide by the Nolan Principles set out at the end of these Terms of Reference. All members of the Committee shall be required to record their healthcare and other related interests in a register of members' interests and to declare at each meeting any interest which may conflict with matters being discussed. For the avoidance of doubt, an interest is a connection, direct or indirect, financial or non financial with another body or organisation such as it may be presumed to influence the behaviour and opinions of an individual.

THE NOLAN PRINCIPLES

The Nolan Principles of Conduct Underpinning Public Life

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or other friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.