

NORTH COLCHESTER HEALTHCARE CENTRE PATIENT PARTICIPATION GROUP

CONSTITUTION AND TERMS OF REFERENCE.

a) CONSTITUTION

Title of the Group

The group shall be called NORTH COLCHESTER HEALTHCARE CENTRE PATIENT PARTICIPATION GROUP (NCHCPPG).

Aims of the Group

The aims of the PPG is to promote co-operation between the GP Surgery within the North Colchester Healthcare Centre (here in after referred to as the "Practice") and the patients to the benefit of both, and to express the views and opinions of the patients to the Practice.

Membership

Membership is open to all registered patients of North Colchester Healthcare Centre aged 16 years and over. However if an interested patient is under 18 years of age then written consent of the parent or legal guardian will be required.

The Committee

Chair

Vice Chair

Secretary

Up to 20 Active Members in total

Membership also includes SUPPORT members who do not wish to attend meetings, but are willing to contribute their views and opinions via email, and RESERVE members who, while waiting to join the active group, or have stepped down for whatever reason, receive the full active member paperwork and liaise with the committee through the secretary.

Doctors, nurses, admin staff, and representatives of other health provision organisations will be invited to attend meetings as necessary.

General

- The Group will be affiliated to the National Association for Patient Participation.
- The specific purposes of the group will be set out in the Terms of Reference.

- The Chair, Vice Chair and Secretary will be elected at each AGM. All post holders may be nominated to serve for a further year.
- The PPG will facilitate discussion and offer alternative perspectives, input and feedback on decisions made by the staff at the Practice.
- The PPG will help develop provision of resources and services.
- The PPG will strive to facilitate communication with patients and improve patient support.

b) TERMS OF REFERENCE

The PPG will:

1. Facilitate good relations between the Practice and patients by communicating patient's experiences, interests and concerns.
2. Identify local needs for service development.
3. Maintain links with other Patient Participation Groups, with the Clinical Commissioning Group, and other organisations associated with health provision.
4. Identify, or obtain feedback, relating to gaps in current Practice procedures and service provision from members, involvement in surveys, Quarterly Outcome Framework findings, or Care Quality Commission Reports.
5. Provide feedback on proposed service developments as identified by the Practice.
6. Seek wider patient views on the above points via open forums or surveys.
7. Promote new service developments to the wider patient population.
8. Produce PPG information on a regular basis, by publishing newsletters and the minutes of the meetings, organising health awareness days, providing information for the Practice website.
9. Evaluate and review the effectiveness of the PPG and review the terms of reference on an annual basis.
10. Hold an Annual General Meeting every March, which will be open to all patients of the Practice.
11. Commit to respect Practice and patient confidentiality at all times. As such every member of the committee shall be required to sign the Practice Confidentiality Agreement before or when attending their first meeting.

Meetings of the Patient Participation Group.

- Meetings will take place once every other month with other informal meetings as necessary.
- The Practice Manager or their representative will normally be in attendance at all formal meetings.
- Notice of meetings to be held will be advertised on the PPG's notice board, the PPG's pop up banner and on the Practice website.
- Agendas will be circulated prior to the meeting to all members. All members will be given the opportunity to propose items to be included on the Agenda.
- All formal meetings will be held in a purposeful, professional and timely manner.

Grounds rules for all Patient Participation Group Meetings.

- All opinions will be respected.
- Discrimination will not be tolerated.
- All matters will be treated as confidential.
- Individual patients' details will not be discussed.