

# BILDESTON HEALTH CENTRE

## Patient Participation Group (PPG) Policy

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## 1 Introduction

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### 1.1 Policy statement

Since 1 April 2015, it has been a contractual requirement for all practices to have a Patient Participation Group (PPG).<sup>1</sup> The purpose of the PPG is to:

- Obtain the views of patients who have attended the practice about the services delivered
- Enable the practice to obtain feedback from its registered patients about those services

PPGs have a key role to play as they help to ensure that patients and Carers can influence their local services.<sup>2</sup> Furthermore, it is vital that every patient and Carer is aware that a PPG exists at Bildeston Health Centre, the purpose of the group and how they can get involved.

### 1.2 Principles

Bildeston Health Centre has a responsibility to respond to service user demand and will conform to the following principles:<sup>3</sup>

- Good public and patient participation enables the design and delivery of services and programmes that are grounded in reality and better reflect people's needs
- Meaningful public and patient participation builds trust, creates a partnership approach, leads to improved planning and the early identification and addressing of potential problems
- Participation activities should be embedded in the practice programme, including timescales and milestones for delivery, with sufficient time to plan and deliver robust participation approaches
- Understand who will be involved
- Those who experience the greatest disadvantages and exclusion often experience the poorest health outcomes; it is vital to work proactively with these patient groups
- Encourage inclusive participation by making use of multiple and diverse approaches, learning from previous activities
- Make use of existing networks to build on community strengths and avoid unnecessary duplication of effort
- Good engagement seeks and acts on people's views and ideas but also feeds back how things have changed as a result of participation

### 1.3 Status

The practice aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a

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<sup>1</sup>[NHS GMS Contracts and PMS Agreements](#)

<sup>2</sup>[The Patients Association PPGs](#)

<sup>3</sup>[NHS\(E\) Planning for participation](#)

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disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have in regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

## 1.4 Training and support

The practice will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

## 2 Scope

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### 2.1 Who it applies to

This document applies to all employees, partners and directors of the practice. Other individuals performing functions in relation to the practice, such as agency workers, locums and contractors, are encouraged to use it.

### 2.2 Why and how it applies to them

Patient participation is a contractual requirement. It is the most appropriate way to maintain robust communication and interaction with a representative sample of the patient population. All staff must understand that the PPG exists, who the practice lead for the PPG is and how to direct patients to relevant PPG sources of information.

## 3 Patient Participation Group overview

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### 3.1 The role of the PPG

Bildeston Health Centre has a PPG consisting of 10 members who meet on a monthly basis. The role of the PPG includes:<sup>4</sup>

- Being a critical friend to the practice
- Advising the practice on patient perspective and providing an insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy

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<sup>4</sup>[Patient Participation Group Information & Support Pack](#)

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- Regular communication with the patient population

## 3.2 The structure of the PPG

Whilst there are no contractual requirements regarding the structure of a PPG, for effectiveness at Bildeston Health Centre there is to be a PPG committee which will include:

- Chair
- Secretary
- Any additional posts may be created at the AGM if proposals are made

The committee shall be comprised of members of the PPG, selected by members of the PPG. The PPG will not exceed 15 members who may be part of face-to-face or virtual groups. Should a member cease to be registered at the practice, then they will cease to be a member of Bildeston Health Centre PPG.

## 3.3 PPG membership

PPGs should consist of a representative sample of the practice population and representatives should:

- Be registered as either a patient or Carer of a patient at the practice
- Remain objective, contributing to group discussions appropriately with the patient at the forefront of their mind
- Work in a collaborative manner with all group members
- Listen to the views of group members
- Adhere to the terms of reference for PPG members
- Commit to upholding the seven key principles of life:
  - Selflessness
  - Integrity
  - Objectivity
  - Accountability
  - Openness
  - Honesty
  - Leadership

Membership is not restricted to those patients or Carers who can attend face-to-face meetings. Members can contribute to discussions via the practice virtual PPG. The practice virtual PPG link is: [currently under design].

## 3.4 Role of PPG members

Bildeston Health Centre will encourage PPG members to:

- Liaise with patients and Carers, discussing concerns and comments pertinent to practice services
- Champion the PPG, actively engaging with the patient population and local community
- Attend and contribute to meetings, sending apologies in advance to the secretary in cases of known absence

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- Remain objective throughout meetings, listening to and respecting other members
- Represent the patient population effectively, expressing the views of the population in an objective manner

The Patients Association in conjunction with NHS(E) have produced a [Confidentiality Policy and Declaration Agreement](#) for PPG members which is to be used at Bildeston Health Centre. All PPG members are to sign the declaration on page four of the policy and return it to [Carol Huxtable, Assistant Practice Manager].

## 3.5 PPG meetings

PPG meetings take place monthly. Prior to the meeting, Carol Huxtable, Assistant Practice Manager will post to members the Agenda for the meeting. The Agenda will state the date, time and location of the meeting and also include:

- Apologies (for non-attendance)
- Approval of the minutes of the previous meeting (proposed and seconded)
- Matters arising
- Items for discussion (consider new members, local and national initiatives etc)
- Any other business (an opportunity for members to voice patient/Carer concerns/suggestions or compliments)
- Date and time of next meeting

An example of an agenda can be found at Annex A to this policy.

## 3.6 PPG Terms of Reference

Terms of Reference for Bildeston Health Centre PPG can be found at Annex B to this policy.

## 3.7 PPG checklist

The Patients Association have produce a template for a [PPG checklist](#) which can be used to review the current structure and effectiveness of the PPG, before formulating an action plan to improve the effectiveness of the PPG if necessary.

## 3.8 PPG toolkit

Londonwide LMCs in conjunction with the Patients Association have produced a [toolkit](#) which may be used to review and set the future framework for the PPG at Bildeston Health Centre.

## 3.9 Care Quality Commission requirements

The CQC expects the practice to be well-led; key line of enquiry (KLOE) W4<sup>5</sup> asks: How are people who use the service, the public and staff engaged and involved? Bildeston Health Centre will need to answer the following:

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<sup>5</sup>[CQC Appendices to the provider handbook](#)

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- How are people's views and experiences gathered and acted on to shape and improve services and the culture?
- How are people who use services, those close to them and their representatives actively engaged and involved in decision-making, including through a patient reference group or Patient Participation Group?

## 3.10 Additional resources

The National Association for Patient Participation (NAPP) has produced a resource guide to help PPGs work effectively. The guide was commissioned by NHS England and is titled [Building Better Participation](#) (BBP).

## 4 Summary

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Patient Participation Groups are an invaluable forum for patients and Carers to influence their local services, ensuring Bildeston Health Centre meets the needs and wishes of the patient population. Furthermore, through constructive feedback, Bildeston Health Centre will be able to make improvement to services, ensure compliance with CQC regulations but, ultimately, will build a strong relationship with the patient population.

## Annex A – PPG Agenda

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**Agenda for the Patient Participation Group meeting to be held at Bildeston Health Centre in the Practice Meeting Room at [insert time] on [insert date]**

Item	Lead
1. Apologies	Sec
2. Minutes of last meeting	
3. Matters arising from last meeting	
4. Items for discussion (xx minutes per item)	
5. Any other business	
6. Arrangements for next meeting	

Carol Huxtable  
Secretary  
Bildeston Health Centre PPG

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## Annex B – Terms of Reference

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### Bildeston Health Centre Patient Participation Group Terms of Reference

#### 1. Group structure

1.1 [Insert practice name] PPG will consist of no more than [xx] members, drawn from the patient population at [insert practice name]. Any member who leaves the practice ceases to be a member of the group immediately.

1.2 The group will comprise of officers and patients of the practice, with the following committee positions:

- Chair
- Vice chair
- Secretary
- Treasurer (if required)

Other positions may be added as deemed appropriate at the Annual General Meeting (AGM).

#### 2. Meeting frequency and attendance

2.1 Bildeston Health Centre PPG will meet on a monthly basis, meetings must have in attendance at least four members if they are deemed to be quorate. To maintain momentum within the PPG, any members who fail to attend 3 meetings consecutively will be asked if they wish to continue to actively participate in the group. If not, they will be asked to resign.

2.2 Committee members will meet 4 times per year (usually one week before each quarterly meeting) for planning purposes if required.

2.3 Members are requested to adhere to the following etiquette:

- Submit apologies for non-attendance prior to the meeting
- Attend meetings punctually
- Be prepared to discuss items on the agenda for which they are the lead
- Respect the views of others
- Acknowledge the vote of the majority and, should the vote be tied, the Chair may exercise the casting vote (optional)

#### 3. Face to face and virtual PPG

3.1 Bildeston Health Centre will operate a face to face and virtual PPG. Both are intrinsically linked and members of either group will adhere to these TORs. Furthermore, the members of both groups will be expected to sign a [Confidentiality Policy and Declaration Agreement](#).

#### 4. Aims of the PPG

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- 4.1 The aim of Bildeston Health Centre PPG is to establish and embed an effective relationship between the practice team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 4.2 The PPG will work collaboratively with the practice, on behalf of the patient population, ensuring the services of the practice meet the needs and wishes of the patient group.
- 4.3 The practice agrees to work collaboratively with the PPG on behalf of the patient population ensuring they listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 4.4 PPG members will act as the information conduit between the practice and the practice population and the wider community, ensuring that all parties are aware of any issues or initiatives which are, or are likely, to affect patients.

## **5. Specific activities**

- 5.1 The PPG will obtain feedback from the patient population about the services delivered by Bildeston Health Centre. Members will review the feedback, informing practice staff accordingly, identifying areas for improvement. This information will then be relayed to the patient population.
- 5.2 The PPG will promote the practice at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.
- 5.3 The PPG will maintain a prominent presence online and in the practice waiting room, displaying pertinent information. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the practice.
- 5.4 The PPG will be involved in all areas of practice development, relaying patient feedback and/or concerns, promoting practice and CCG led health initiatives wherever possible.
- 5.6 The PPG will liaise effectively with practice staff, sharing information regarding issues which may affect both patients and staff, whilst relaying issues identified by staff, in order to improve service provision or raise patient awareness.

## **6. Committee responsibilities**

- 6.1 In addition to the above, the Chair is responsible for:
  - Ensuring meetings are held on a regular basis
  - Facilitating the AGM
  - Ensuring all committee and group members adhere to the TORs
- 6.2 The Secretary is responsible for:

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- Supporting the Chair throughout his/her tenure
- Deputising for the Chair in periods of absence
- Ensuring committee members are aware of their roles and responsibilities

6.3 The secretary is responsible for:

- Producing the agenda at least one week prior to the quarterly meetings
- Taking and issuing the minutes of the quarterly meetings
- Retaining a record of all decisions made at meetings
- Retaining all PPG meeting administration effectively and securely.

## 7. Signatures

**Signed on behalf of Bildeston Health Centre:**

Signature:.....

Print Name:.....

Date:.....

**Signed by the PPG Chair:**

Signature:.....

Print Name:.....

Date:.....