

**Revel Surgery Patient Participation Group
Terms of Reference**

**The Group shall be called the Revel Surgery Patient Participation Group.
(RSPPG)**

1. Mission, Aims and Activities of the RSPPG

Mission Statement:

The primary aim of the RSPPG is to assist in the continuous development of the care and services provided for the community by the Revel Surgery and Dispensary Teams

Aims of the RSPPG:

- a) To facilitate good relations between the Revel Surgery and its patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- b) To work collaboratively and positively with the Revel Surgery to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- c) To build two-way communication and co-operation between the Revel Surgery and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- d) To act as a representative group to support the practice and influence local provision of health and social care and to link with other health agencies.

Activities of the RSPPG:

- a) Regularly reviewing and taking appropriate action & to aim to have a representative membership of the Revel Surgery's registered patients
- b) Obtaining the views of patients about the Revel Surgery services delivered by the practice
- c) Reviewing any feedback received about the services delivered by the Revel Surgery with practice staff and members of the RSPPG exploring issues and

ideas generated with a view to agreeing the improvements (if any) to be made to those services.

- d) Contributing to decision-making at the Revel Surgery and consulting on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. Final decisions on service delivery to rest with the practice.
- e) Acting as a sounding board, challenging the Revel Surgery constructively whenever necessary and helping patients to understand the practice viewpoint.
- f) Providing up-to-date information on activities and opportunities for patients to comment through a variety of mediums including e.g. Round the Revel Magazine, the Revel Surgery website and Notice board.
- g) Acting as a forum for ideas on health promotion and self-care and support activities within the Revel Surgery to promote healthy lifestyle choices.
- h) Raising patient awareness of the range of services available at the Revel Surgery and help patients to access/use such services more effectively.

2. RSPPG and RSPPG Committee

- a) The Revel Surgery PPG shall elect officers from among the patient members of the PPG and they will be known as the Revel Surgery PPG committee. These will include Chair and Secretary.

Other posts may be created by the Annual Meeting on a proposal from the PPG.

- The two officers' positions will be discussed and confirmed at an annual meeting. This meeting will be held in November 2022 and annually thereafter.
- The officers have the right to resign their post at any time and will notify the Chair/PPG.

- b) The RSPPG shall hold a minimum of quarterly meetings. The RSPPG will extend an open invitation to the Revel Surgery staff to attend its meetings as agreed with the practice manager.

- c) The RSPPG shall normally not exceed 15 members.

Between the Annual Meetings, the RSPPG may co-opt members to facilitate the RSPPG

being as representative as possible of the patient community.

3. RSPPG Structure and Membership

- a) Membership of the RSPPG shall be open to all registered patients.

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All efforts will be made to ensure that the membership reflects the patient profile and is representative and inclusive of different genders, ethnicities, age and abilities as required in the GP contract.

- b) All registered patients are eligible to join the RSPPG. Removal of a patient from the patient list will mean that they will cease to be a member of the RSPPG.
- c) The RSPPG will be non-political and non-sectarian and will respect diversity and exemplify its commitment to the principles contained within the Equality Act. (See appendix 2)
- d) The carer of a patient registered with the practice can be a member of the RSPPG even if he or she is not a patient at the practice.
- e) The RSPPG will include representation from the clinical and practice management and administration teams
- f) As at January 2022 the current members of the current PPG can access the meeting virtually through MS teams. Any new attendees must first register for virtual attendance and this is subject for regular review

4. Management of the RSPPG

- a) The RSPPG shall meet face to face no fewer than four times a year.
- b) A meeting agenda will be formulated by the chair in consultation with the practice manager, to be circulated by the secretary to all RSPPG members (where possible a week) prior to the meeting
- c) Dates of the meetings will be publicised on the Revel Surgery website also on the PPG noticeboard. The groups minutes once agreed will be published on the practice website and will be available on request.
- d) The Chair will open, direct, and close the meeting. In the absence of the Chair those members who are present shall elect a Chair from among the attendees.
- e) Meetings are subject to a quorum of two thirds of the active membership of RSPPG one of which to be one of the elected members and one to be a member of the Revel Surgery team. Apologies for absence should be sent to the Secretary or Chair prior to the meeting
- f) The RSPPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the RSPPG.

- g) Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to their deliberative vote.
- h) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the RSPPG, copies will be sent to members of the RSPPG.

5. Annual Meeting

- a) THE RSPPG will elect officers from the group and the terms of office for the Chair and Secretary will be for a maximum of 5 years.
- b) The Chair of the RSPPG will convene an Annual Meeting before the end of November each year. The date, venue and time shall be published at least one month prior to the meeting by means of the PPG noticeboard and the Revel Surgery Website.

6. Confidentiality

All RSPPG members must sign a copy of the Revel Surgery volunteer confidentiality policy and be aware of the need to maintain absolute patient confidentiality at all times.

7. Code of Conduct

All RSPPG members must abide by the Code of Conduct shown at Appendix 1. To be issued to all current and new members.

8. Signed agreement

NB: To ensure a jointly agreed approach by the practice and RSPPG members, this section should be signed by both parties.

These Terms of Reference were adopted by RSPPG at the meeting held at the Revel Surgery on 19th January 2022 and may be reviewed according to emerging needs.

Signed by: Tim L. Wooliscroft RSPPG Chair

Dated 7/7/22

And 1st 007H man General Practice representative.

Dated 7/7/2022

Appendix 1

RSPPG Code of Conduct

The RSPPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C. To be open and flexible and to listen and support each other.
- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected

Appendix 2 Equality

Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender

Sexual orientation <https://www.gov.uk/equality-act-2010-guidance>