



Woodbrook Medical Centre
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Patient Participation Group (PPG) Policy

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1 Introduction

1.1 Policy statement

Since 1 April 2015, it has been a contractual requirement¹ for all organisations to have a Patient Participation Group (PPG). The requirements of the organisation to have a PPG are shown at Part 5.2 of the contract and under para 5.2.1 the purposes are to:

- Obtain the views of patients who have attended the organisation about the services delivered
- Enable the organisation 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.² Furthermore, it is vital that every patient and carer is aware that a PPG exists at Woodbrook Medical Centre, the purpose of the group and how they can get involved.

1.2 Principles

Woodbrook Medical Centre has a responsibility to respond to service user demand and will conform to the following principles:³

- Good public and patient participation enable 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 organisation 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 [NHS England Standard General Medical Services Contract](#)

² [The Patients Association PPGs](#)

³ [NHS\(E\) Planning for participation](#)

1.3 KLOE

The Care Quality Commission would expect any primary care organisation to have a policy to support this organisation's Patient Participation Group (PPG)

Therefore, at Woodbrook Medical Centre this policy is classified as 'Expected' and should be used as evidence of compliance against CQC Key Lines of Enquiry (KLOE)⁴. Specifically, for Patient Participation, Woodbrook Medical Centre will need to answer the CQC Key Question on "Well-Led".

The following is the CQC definition of Well-led:

"By well-led, we mean that the leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation, and promotes an open and fair culture".

CQC KLOE W7	How are people who use the service, the public and staff engaged and involved?
W7.1	Are people's views and experiences gathered and acted on to shape and improve the services and culture? Does this include people in a range of equality groups?
W7.2	Are people who use services, those close to them and their representatives actively engaged and involved in decision-making to shape services and culture? Does this include people in a range of equality groups?
W7.5	Is there transparency and openness with all stakeholders about performance?

1.4 Status

The organisation 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 disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact this policy might have with 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.

1.5 Training and support

The organisation 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.

⁴ [CQC Key Lines of Enquiry, prompts and ratings characteristics for healthcare services](#)

2 Scope

2.1 Who it applies to

This document applies to all employees, partners and directors of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locum clinical staff, PCN personnel 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 organisation lead for the PPG is and how to direct patients to relevant PPG sources of information.

3 Patient Participation Group overview

3.1 The role of the PPG

Woodbrook Medical Centre has a PPG consisting of 6 members who meet on a bi-monthly basis. The role of the PPG includes

- Being a critical friend to the organisation
- Advising the organisation 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 organisation
- Organising health promotion events and improving health literacy
- 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 Woodbrook Medical Centre there is to be a PPG committee which will include:

- Chairperson/Vice Chairperson
- Secretary (if appointed)
- Treasurer (if required)
- 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 20 members who may be part of face-to-face or virtual groups. Should a member cease to be registered at the organisation, then they will cease to be a member of Woodbrook Medical Centre's PPG.

Job descriptions for these posts are shown at [Annex A](#).

3.3 PPG membership

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

- Be registered as either a patient or carer of a patient at the organisation
- 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 following seven key Nolan principles of public life⁵:
 - 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 organisation virtual PPG.

3.4 Role of PPG members

Woodbrook Medical Centre will encourage PPG members to:

- Liaise with patients and carers, discussing concerns and comments pertinent to organisation 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
- Remain polite and objective throughout meetings, listening to and respecting other members
- Be constructive and balanced when contributing to PPG meetings
- Represent the patient population effectively, expressing the views of the population in an objective manner

⁵ <https://www.gov.uk/government/publications/the-7-principles-of-public-life>

- Undertake any training and development opportunities that may arise for the benefit of the PPG

The Patients Association in conjunction with NHS (E) have produced a [Confidentiality Policy and Declaration Agreement](#) for PPG members that is to be used at Woodbrook Medical Centre.

All PPG members are to sign the declaration on page four of the policy and return it to Tracey Wright at Woodbrook Medical Centre.

3.5 PPG meetings

PPG meetings take place bi-monthly prior to the meeting, the Secretary/Chairman will email members the agenda for the meeting.

The standing agenda should follow a similar format to the example below and include the following:

Agenda for the Patient Participation Group meeting to be held at Woodbrook Medical Centre in the Staff Room at 2pm bi-monthly.

<i>Item no</i>	<i>Item</i>	<i>Lead</i>
1	<i>Welcome and apologies (for non-attendance)</i>	
2	<i>Approval of the minutes of the previous meeting (to be proposed and seconded)</i>	
3	<i>Matters arising from the last meeting</i>	
4	<i>Items for discussion (consider new members, local and national initiatives etc and limit time)</i>	
5	<i>Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments)</i>	
6	<i>Location, date and time of next meeting</i>	

[Insert name]

*Secretary/Chairman
Woodbrook Medical Centre PPG*

3.6 PPG terms of reference

Terms of reference for Woodbrook Medical Centre PPG can be found at [Annex B](#) to this policy.

3.7 PPG checklist

The Patients Association has produced 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 Additional resources

Guidance on PPGs can be sought from [The Patients Association](#) or [Healthwatch](#).

4 Summary

Patient Participation Groups are an invaluable forum for patients and carers to influence their local services, ensuring Woodbrook Medical Centre meets the needs and wishes of the patient population.

Furthermore, through constructive feedback, Woodbrook Medical 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 – Job descriptions for key members of the PPG

All key members of the PPG are required to be a registered patient of the organisation and all must fulfil their role as detailed at [Section 3.4](#).

The following key members will have roles duties and responsibilities as indicated.

1. Chairperson/Vice Chairperson

Appointment/Role

- a. The chairperson shall be elected by the PPG members to serve for a period of 3 years from the date of meeting as the first item on the agenda and may stand for re-election.
- b. The chairperson shall stand down after a period of 3 consecutive years and may not be elected for a further period of 24 months.
- c. If the chairperson wishes to terminate their role before their elected time is concluded they are to inform the PPG secretary, copying in the organisation manager, in writing (an email will suffice).
- d. Any election shall take place by a show of hands from those present at the meeting.
- e. Nominations for the post of chairperson must be supported by a proposer and a seconder at the meeting.
- f. In the absence of the chairperson, one of the other PPG members will be invited to chair the meeting.
- g. The role of the chairperson is to ensure that PPG meetings are conducted in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to:

- Setting the agenda in conjunction with the PPG secretary and with the organisation manager
- Welcoming new members and making introductions
- Introducing speakers
- Ensuring that the timing of the agenda is maintained
- Ensuring that each member has an opportunity to speak and to control the meeting
- Ensuring that contributions shall be non-political and non-sectarian at all times respecting diversity and exemplifying the PPG's commitment to the principles contained within the [Equality Act 2010](#)
- Ensuring that the ruling of the chairperson is final on matters relating to orderly conduct

Qualities

The qualities which a good chairperson should have are:

- Previous experience in the role of chairperson
- Leadership skills
- Assertiveness
- Be respected and active in the community
- Good at networking
- Diplomacy, tact and consideration for others

2. Secretary (if appointed)

Appointment/Role

- a. The secretary shall be elected by the PPG members to serve for a period of three years from the date of meeting as the first item on the agenda and may stand for re-election.
- b. The secretary shall stand down after a period of 3 consecutive years and may not be elected for a further period of 24 months.
- c. If the secretary wishes to terminate their role before their elected time is concluded they are to inform the PPG chairperson copying in the organisation manager in writing (an email will suffice).
- d. Any election shall take place by a show of hands from those present at the meeting. In the event of a tie, the chairperson will have the deciding vote.
- e. Nominations for the post of secretary must be supported by a proposer and a seconder at the meeting.
- f. In the absence of the secretary, one of the other PPG members will be invited to act as secretary to the meeting.
- g. The role of the secretary is to assist the chairperson in ensuring that PPG meetings are conducted in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to:

- Deputising for the chairperson at meetings in the event of them being unable to attend or resigning, until a replacement can be elected
- Upholding the PPG's terms of reference
- Working with the PPG chairperson and relevant practice/organisation staff to ensure relevant PPG documentation is circulated to PPG members in a timely and appropriate fashion prior to any PPG meeting in accordance with the PPG's terms of reference
- Working with the PPG chairperson and relevant practice/organisation staff to review all PPG documentation (e.g. meeting minutes and reports) to ensure that this is accurate and

appropriately reflects the work of the PPG and that these are, where appropriate, displayed prominently on a notice board in the organisation and on the organisation's website

- With the assistance of the practice/organisation manager, providing an email address whereby patients can contact the secretary to raise matters of importance. When patients contact the secretary, he/she will subsequently discuss this with the PPG chairperson and they will collectively agree the appropriate course of action
- *[Ensuring that the PPG letterbox, which is positioned in the [insert location], is emptied once a week and that any correspondence is brought to the attention of the chairperson and, where appropriate, to the attention of PPG members at the next meeting]*
- Providing a brief induction to all new PPG group members (e.g. an explanation of how the PPG works and ensuring the new member signs the relevant paperwork)

Qualities

The qualities which a good secretary should have are:

- Previous experience in the role of secretary is desirable
- Well organised
- Good at note taking
- Punctual
- Ability to write clearly and concisely with a good command of the English language
- Good IT skills are desirable

3. Treasurer (only required if the PPG is involved in fund raising activities)

Appointment and role

- a. The treasurer shall be elected by the PPG members to serve for a period of 3 years from the date of meeting as the first item on the agenda and may stand for re-election.
- b. It is expected that the treasurer will have an accounting qualification and or considerable experience of bookkeeping and accounting.
- c. The treasurer shall stand down after a period of three consecutive years and may not be elected for a further period of 24 months.
- d. If the treasurer wishes to terminate their role before their elected time is concluded they are to inform the PPG chairperson copying in the practice/ organisation manager in writing (an email will suffice).
- e. Any election shall take place by a show of hands from those present at the meeting. In the event of a tie, the chairperson will have the deciding vote.
- f. Nominations for the post of treasurer must be supported by a proposer and a seconder at the meeting.
- g. In the absence of the treasurer, one of the other PPG members will be invited to stand in for the treasurer at any PPG meeting.

- h. The role of the treasurer is to assist the chairperson in ensuring that the finances of the PPG are properly accounted for and all receipts and payments are made in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to ensuring that:

- All PPG financial transactions are properly recorded in manual or electronic form
- All transactions are supported by the appropriate and relevant purchase order, invoice or receipt
- Bank statements are reconciled monthly and that the account is kept up to date and presented to the PPG meeting for scrutiny as a standing agenda item
- Petty cash is properly accounted for and that receipts and payments are signed by the recipient or payee
- Any cheques are banked promptly
- PPG accounts are audited independently at least once a year and when handing over to a successor

Qualities

The qualities which a good treasurer should have are:

- An accounting qualification is desirable
- Well organised and numerate
- Good IT skills are desirable

Annex B – Terms of reference

The Group shall be called the Woodbrook Medical Centre Patient Participation Group.

1. Aims of the Patient Participation Group (“PPG”)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- 1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.
- 1.5 To raise funds for the practice to assist in the purchase of additional equipment and services for the benefit of patients.

2. PPG Structure and Membership

- 2.1 Membership of the PPG shall be open to all registered patients. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 2.2 All registered patients of the practice are automatically members of the PPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG.
- 2.3 The PPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.
- 2.4 The carer of a patient registered with the practice can be a member of the PPG even if he or she is not a patient at the practice.

PPG and PPG Committee

- 2.5 The PPG shall elect officers from among the members of the PPG and they will be known as the Woodbrook Medical Centre PPG committee (“PPG committee”). These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG.
- 2.6 The PPG and the PPG committee shall both hold regular meetings. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.
- 2.7 The PPG shall normally not exceed twenty members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

Virtual PPG

- 2.8 To support the PPG and extend its reach, the PPG will establish an online group to be called the Virtual Patient Participation Group (“VPPG”). Any patient may volunteer to join the VPPG. The PPG will regularly contact the VPPG in order to obtain their views on specific matters. A member of the PPG will be made responsible for liaising with the VPPG and ensure that no one is excluded. There will be a standing item on the PPG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPPG to help ensure its members are engaged. Notwithstanding the above, any patient may send views and suggestions directly to the PPG.
- 2.9 Members of the VPPG will follow the same Code of Conduct as those in the PPG that meets face-to-face (see Appendix A: Code of Conduct). VPPG members who are able to volunteer at the practice will also sign and abide by the Confidentiality Agreement (see Section 9: PPG Information and Support Pack).

3. Management of the Face-to-Face PPG and the Virtual PPG

- a) The PPG shall meet face to face no fewer than six times a year. The PPG committee may meet more regularly for planning purposes and liaison with the practice staff if required.
- b) In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees.
- c) Meetings are subject to a quorum of 3 members of the PPG. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the Face-to-Face PPG. The resulting vacancy can be offered to another registered patient.
- d) The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- e) 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 his/her deliberative vote. Consideration of the views of members of the VPPG will be taken into account;
- f) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG and VPPG and made available to all via email or hard copies displayed in the practice and on the surgery website.
- g) The Treasurer (if applicable) shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting.

4. Annual General Meeting

- 4.1 Membership of the Face-to-Face PPG should be for no more than three years and elected at the Annual General Meeting. The same time limits shall apply to the terms of office of the officers.
- 4.2 The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and

time shall be published at least one month prior to the meeting by means of a notice in the local media, in the surgery waiting room and on the surgery website.

- 4.3 Any specific “officer” posts of the PPG Committee will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting by other members of the wider Face-to-Face PPG and Virtual PPG.
- 4.4 Officers of the PPG and members of any Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position. Membership and the appointment of specific roles will be agreed at the Annual General Meeting.
- 4.5 Any member of the PPG who wishes to nominate him/herself for an “officer” position on the committee or working group, such as Chair or Secretary or any other official role, should advise the incumbent Chair of their proposed intentions at least two weeks prior to any Annual General Meeting. This should be by submission of a completed Nomination Form endorsed by two existing PPG members.

5. Confidentiality

- 5.1 All members of the PPG (including the Face-to-Face and Virtual Groups) must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in the practice or consulting with other patients or members of the public should sign and return a copy of the practice's Confidentiality agreement before undertaking any such activity. A sample Confidentiality document with declaration can be found in the PPG Information and Support Pack (Document 9) if one not already available in the practice.

6. Code of Conduct

All PPG members must abide by the Code of Conduct shown at Appendix 1.

7. Activities of the PPG

As required in the GP Contract 2015/16 sections 5.2.1 to 5.2.6, the PPG will:

- a) Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
- b) Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
- c) Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
- d) Contribute to decision-making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
- e) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.

- f) Communicate information which may promote or assist with health or social care.
- g) Explore overarching ideas and issues identified in patient surveys.
- h) Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
- i) Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
- j) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- k) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

8. Signed agreement

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

These Terms of Reference were adopted by Woodbrook Medical Centre PPG at the meeting held at Woodbrook Medical Centre on 8 November 2023 and may be reviewed according to emerging needs.

9. Signatures

Signed on behalf of Woodbrook Medical Centre:

Signature: Anne Jones

Print Name: Anne Jones

Date: 30 April 2024

Signed by the PPG chairperson:

Signature: G. Murray

Print Name: Graham Murray

Date: 30 April 2024