

Wallingbrook Patient Participation Group (WPPG)

Formed in 2006 as a Focus Group and re-designated in 2011 to become the WPPG.

Group Aims

- To provide feedback on patients' opinions, needs, concerns and interests to WHG and debate these with the Practice in a positive and constructive forum
- To feed back responses from WHG to the community
- To be informed by WHG of any proposed initiatives or changes to patient services and provide user feedback prior to implementation, emergencies excepted
- To undertake projects or reviews to evaluate, enhance and promote the work of the Practice in the community, to assist with public health initiatives and to support WHG at public events where appropriate

Group Organisation

- Membership is open to all irrespective of race, faith, gender, disability or sexual orientation
- The Group will include between 6 and 10 patient representatives together with a WHG Partner and the WHG Practice Manager. Other WHG Partners and/or WHG staff will attend as appropriate or as required by WHG to address specific issues
- Any patient registered at WHG may volunteer to be a member of the Group by contacting the Practice. They will then be invited to meet Group members for an informal discussion before being accepted. The Group seeks to maintain a balanced membership by localities, interests, skills, etc.
- Parish Councils, via the Parish Clerk, may also nominate patient members if there is no representative from their locality
- Patient representatives will normally serve for 3 years but may be re-appointed (except that, under the Local Government Act 1972, parish council representatives have to be re-appointed every year at their Annual Council Meeting)
- Group members leaving the WHG Practice as patients will be retired automatically
- Patient representatives are required to sign a confidentiality agreement and, to maintain medical and personal confidentiality, patient representative members cannot send substitutes in their place
- Should a patient representative not attend for 3 consecutive meetings or for 6 meetings within a year without good reason then the Group may consider their attendance record and, if necessary, ask them to stand down
- Should a patient representative act in a way that is discriminatory, disruptive, derogatory or a breach of confidentiality then the Group may ask them to stand down
- Members should have access to the Internet (or be able to collect communications from the surgery), have the means to communicate effectively with their community and act as an active member of the Group
- New members will receive a copy of these Terms of Reference before joining, which will be reviewed regularly and amended if necessary.

Group Meetings

- WPPG meetings are normally held monthly at Wallingbrook Health Centre, Chulmleigh, with a summer recess
- The Chair is a patient representative, elected annually at the first meeting after the AGM. The Group may then appoint a Vice-Chair if it wishes
- WHG provide a minute taker, who also provides administrative support to the Chair
- Since the PPG normally makes no binding decisions or makes any financial decisions then it is not necessary to have a quorum for meetings. If the WHG requests that a formal decision is made then the quorum is 50% of WHG patient representatives and the WHG Practice Manager or a WHG partner
- The patient representatives may meet informally to plan group activities without WHG staff being present

- The agenda is circulated one week before a meeting and agenda items with any supporting papers must be submitted at least 10 days prior to the next meeting.
- Meetings are aimed to be time limited and are timetabled for 1½ hours with a maximum of 30 minutes 'overtime' if necessary. The patient representatives may have time in private prior to the main meeting if requested by one or more members.
- Non-agenda items can only be discussed briefly under 'any other business', unless of significant urgency
- Minutes will be circulated for approval by all Group members at least 2 weeks prior to the next meeting
- Members should respect others' points of view, act considerately during the meeting and make their points as succinctly as possible
- Any decisions taken will be by majority vote. In the case of tied voting, the Chair will have the casting vote
- Issues raised by patient representatives should be of general and not personal concern
- Any e-mail or verbal discussions of issues outside the meetings must be restricted to Group members
- WHG and the Group Chair will decide which if any agenda items are medically, legally or commercially confidential, and therefore must be taken separately in a Part Two session. Minutes of Part Two sessions will only be tabled at the next meeting for agreement and not circulated.
- Members of the Group may be asked to represent the WPPG at events and other meetings.
- Outside speakers may be invited to address the Group
- Using the WPPG identity in support of activities must have prior approval of the Chair and of WHG, and not be associated with any political or biased activity, or where a member has a pecuniary interest

AGM

- The PPG will hold an open meeting each year that may be attended by all WHG patients and staff.
- The Chair of the Group will prepare and present an Annual Report for discussion and approval
- WHG or another appropriate person or organisation may make a presentation
- There will be an open Question and Answer session
- Minutes will be taken by a WHG PA and reviewed at the next Group meeting, then published

Chairperson's Role

- Ensure meetings are managed effectively and conducted as per these Terms of Reference.
- Utilise the interests and skills of the members
- Review the Group's performance and manage the process for renewal of the Group through recruitment of new members when required
- Liaise and co-ordinate with senior WHG staff on a regular basis
- Call special additional meetings and/or action urgent points between meetings, then report back to the next Group meeting
- Coordinate Group projects
- Agree the draft minutes and generate the agenda for circulation to the Group
- Represent the Group at external events and meetings, or agree a representative with WHG
- Prepare the annual report to the AGM

Sharing of Information and Resources

- WPPG provides information to the WHG patients via the WHG website, social media and newsletters
- There is a dedicated WPPG notice board at each surgery
- Publicity will also be communicated to village newsletters, newspaper articles, local schools, colleges, clubs and the reception and dispensary counters
- Parish Council patient representatives are responsible for reporting back to their councils.
- Minutes are published online at www.wallingbrook.co.uk

Finance

- Group members may claim car or other reasonable travel and subsistence expenses for attending Group meetings, or other functions and events as designated Group representatives
- Car travel expenses are at the current HMRC rate per mile. Wherever possible Group members should carshare
- Group members should seek prior approval for any other expenditures on Group related activities

Acronyms

- **WHG** refers to Wallingbrook Health Group, **WPPG** refers to Wallingbrook Patient Participation Group

Date Approved: ...15 November 2018.....

Chairperson:Jack Earnshaw.....