



Patient Participation Group

Terms of Reference

Title of the Group: Solihull Healthcare Partnership Patient Participation Group

The Group shall be called the Solihull Healthcare Partnership Patient Participation Group.
(SHP PPG)

1. Aims of the Patient Participation Group (PPG)

- 1.1 To act as a critical friend to SHP (referred to as the 'practice' throughout this document) through open and honest communication of patient experience, interests and concerns and providing constructive feedback to the practice on current procedures and proposed new developments.
- 1.2 To work proactively, collaboratively and positively with the practice to improve services and facilities for patients and to act 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.

2. PPG Structure and Membership

- 2.1 All registered patients of the practice aged over 16 are automatically eligible to be 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.
- 2.2 The membership will be as widely representative of our patient community as possible, inclusive of different genders, ethnicities, ages and abilities. Details of how to register for the PPG will be clearly displayed in all SHP sites, on the website and also in all issues of the monthly PPG Bulletin (Health Lines).



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- 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 current Equality Act. (Appendix 2)
- 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.
- 2.5 At all times members of the PPG will acknowledge that the wellbeing of patients and SHP staff is important to us as a group and we will work to maintain positive and healthy relationships.

PPG and PPG Committee

- 2.6 The PPG shall elect representatives from among the members of the PPG and they will be known as the PPG Committee. These will include Chair, Vice Chair and Secretary. Other roles may be created as required by the PPG. Details of the voting process and official Nomination forms will be distributed to all members of the PPG prior to the AGM and the PPG Committee will be formed based on the election process.
- 2.7 The PPG and the PPG Committee shall both hold regular meetings. To maintain an active PPG, any PPG Committee member who fails to attend three consecutive PPG meetings without prior communication to the Committee, may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings when appropriate and as agreed between the PPG Committee and the Board. Regular attendance of senior SHP staff including CEO, Chair of the Board and Clinical Director at PPG meetings will be a feature of meetings when appropriate.
- 2.8 The PPG meetings shall include those holding the roles of Chair, Vice Chair and Secretary and are open to all members of the PPG who are able to attend in person or on line, subject to capacity. An invitation will be sent to all members of the PPG prior to each meeting which may include online and in person options.
- 2.9 To extend its reach and ensure that the PPG is inclusive, representative and available to all patients, all PPG information, updates, meetings and Bulletins, will be circulated to all





those signed up to the PPG as well as those patients who do not wish or are unable to attend meetings or be more actively involved. Regular two-way communication will ensure their voices are heard and they can be involved as much as possible in the PPG.

- 2.10 All committee members and members who volunteer at the practice must sign and abide by the Solihull Healthcare Partnership Confidentiality Agreement and abide by the Code of Conduct (Appendix 2).

3. Management of the PPG

The PPG shall meet no fewer than four times a year. The PPG Committee may meet more regularly for planning purposes and liaison with the practice staff as required.

- 3.1 In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees
- 3.2 Committee meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Secretary or Chair prior to the meeting
- 3.3 The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.
- 3.4 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 quorum. In the event of a tied outcome, the Chair may exercise a casting vote in addition to their individual vote.
- 3.5 The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to all members.

4. Annual General Meeting

- 4.1 Membership of the PPG committee should be for three years and elected following the Annual General Meeting. If no nominations for a post are received prior to an AGM, the incumbent for that post will be asked to remain in situ until such time as a replacement can be appointed.
- 4.2 The Chair of the PPG will convene an Annual General Meeting open to all PPG 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 notices: - in the surgery waiting rooms, on the surgery website and in local public spaces such as libraries and pharmacies. Details will also be distributed using email and text where appropriate

- 4.3 There will be a flexible and informed approach to those committee roles that become vacant within a term of office.
- 4.4 Representatives of the PPG and members of any Work Groups, 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 themselves for a representative position on the PPG Committee or a working group, such as Chair or Secretary or any other official role, should advise the current 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.

5. Confidentiality

- 5.1 All committee members **must** be aware of the need to protect and maintain patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in any of the surgeries or consulting with other patients or members of the public, should sign and return a copy of the PPG Confidentiality Agreement before undertaking any such activity.

6. Code of Conduct

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

7. Activities of the PPG

The PPG will:

- 7.1 Make reasonable efforts during each calendar year to review its membership to ensure that it is as representative of the registered SHP patient community.



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7.2 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.

7.3 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.

7.4 Contribute to collaborative decision-making at the practice and consult on service planning, 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.

7.5 Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, whilst helping patients to understand the practice viewpoint.

7.6 Communicate information which may promote or assist with health or social care within the locality and its communities.

7.7 Explore overarching ideas and issues identified in patient surveys.

7.8 Working alongside SHP, maintain a PPG area within each site with up-to-date information on current PPG activities and opportunities for patients to comment and feedback on the PPG and SHP services. The PPG will, where possible, regularly meet and greet and engage with patients in waiting areas. This will be agreed beforehand with the appropriate site staff and will take account of all infection control measures.

7.9 Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.

7.10 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services effectively.





8. Signed agreement

To ensure a jointly agreed approach by the practice and PPG members, this section has been agreed and signed by both parties.

The representative for SHP must be one of the following: CEO, Clinical Director or Chair of the Board.

These Terms of Reference were reviewed and adjusted by SHP PPG committee at their meeting on 16 March 2023.

It will be formally be reviewed in **March 2026** unless its content is affected by circumstances that may arise.

Signed:

 PPG Chair

Date 31/3/23

PLEASE PRINT:

and

 SHP Representative.

Date 31/3/2023

PLEASE PRINT:

SHP staff role:.....





Appendix 1

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and wellbeing, 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 official channels.
- F. To accept that the ruling of the Chair 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 Act

Q: What is the purpose of the Act?

A: The Equality Act 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 current Equality Act 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):

- Age
- Disability
- Gender
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and maternity
- Race
- Religion and Belief





Appendix 3

SHP Patient Participation Group Mission Statement

- Work with SHP staff to help provide everyone with a better healthcare experience.
- Ensure that patient voices are heard through regular dialogue, meetings and activities designed to maximise patient participation and consequently the value of the PPG to all stakeholders.
- Continually drive membership of the PPG to ensure that all demographics within our diverse patient community are represented.
- Work effectively with the SHP team and other service providers to ensure that the PPG is viewed as a highly valued resource with a pool of skills that the practice can call on as required.

First review: January 2026



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