

# What's it all about?

(Terms of Reference)

## **SETTING THE SCENE** *(Introduction) ...Extract from CCG/DCVS PPG Navigation Guide*

Patient Participation Groups (PPGs) are made up of registered patients at a particular GP Practice who choose to meet roughly every two months. They work with the Practice to help make improvements and provide a patient perspective on how the Practice works and give an opinion on the wider NHS.

Most GP Practices in the Dudley borough have a PPG and they all work very differently. It's not a 'one-size fits all' approach – each PPG is unique and can work in a way that suits patients and the practice.

## **A SNAPSHOT OF NORTHWAY PPG** *(Background)*

The PPG at Northway Medical Centre has been meeting since 2005. Any patient registered at the Practice can attend the meetings which are generally held in an informal way, providing opportunity for those attending to have a bit of a social chat over a cup of tea or coffee (although there is always an agenda to provide a focus for the meeting and notes taken of the key points of discussion).

We have successfully organised several "Action for Health" open days at Northway Medical Centre providing patients with the opportunity for on the spot health checks and lifestyle advice. We have also arranged events with presentations by guest speakers to talk about various health conditions and the local support that may be available. Our PPG also helps the Practice to run an annual patient survey to gather feedback from the wider patient group on their views about how the Practice is working and whether any changes are needed. Members of the PPG also organise 'Healthy Walks' providing the opportunity to meet new people, get active and enjoy the local parkland with fellow companions.

In February 2017, members of Northway PPG attended a training session provided by the CCG and Dudley CVS to help us to review and further develop the way our PPG operates. We recognised that the group had evolved considerably over the past twelve years, but we had little documented about what the purpose of the group actually is, what we are there to do (and not do!) and what we want to set ourselves to achieve.

This document captures our agreement on the *Why? What? How? Who? When? Where?* of the Northway Medical Centre Patient Participation Group (i.e. our Terms of Reference).

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### **WHY HAVE A PATIENT PARTICIPATION GROUP (PPG)?**

#### *To Promote and Support the Practice and Provide a Voice for the Patient*

The PPG will provide support to the GP/Practice staff – helping to bridge communication between patients and the surgery: helping the practice to get messages out to the patient group about new initiatives and helping to reduce demand for GP time spent on having to tackle non urgent or non-medical issues.

### **WHAT WILL WE DO TO ACHIEVE THIS?**

1. The PPG will provide regular communication with the wider patient group to keep them informed about:
  - new developments in local health care and key messages from our GPs
  - how to access useful information about local health services
  - how to have a say - ask questions and get answers - about our GP services
  - how to participate in the Patient Participation Group meetings
2. The PPG will support the GP practice to encourage take-up of services that will help to make the practice run better, for example:
  - helping to develop a range of accessible self-help information (what to do, what to try, how long to expect condition to last, when it is appropriate to then seek further GP advice) in order to reduce appointments for non-urgent medical conditions
  - organising the annual patient survey questionnaire and helping to identify any emerging issues to be addressed by the Practice
  - promoting flu vaccinations to reduce risk of winter ailments for vulnerable patients
  - encouraging enrolment for access to on-line services for repeat prescriptions and booking appointments to free up phone lines and practice staff time
  - promoting initiatives such as the Saturday surgeries to help to reduce the demand at the walk-in centre at A&E
3. The PPG will provide useful information and contacts to promote good health and well-being, including:
  - helping to direct patients with particular long term health conditions to useful information and support groups
  - organising events on topical health issues, with speakers to share information and lifestyle advice with the wider patient group
  - offering a point of contact for anyone from the wider patient group to raise any questions or concerns about the Practice and to act as an intermediary in relation to such feedback

## **HOW WILL THE PPG DELIVER THESE OBJECTIVES?**

- The PPG will meet regularly throughout the year (at least 6 meetings per year)
- On occasion, a sub-group/task group from the PPG membership may be convened to undertake a particular piece of work and they will report back to the main PPG group
- Minutes of the regular PPG meetings will be recorded and will be accessible to the wider patient group through the Northway Medical Centre website
- Newsletters will be produced by the PPG to share information with the wider patient group (at least 3 newsletters per year)
- A dedicated PPG noticeboard and PPG materials will be available for all patients to view in the reception area at the Practice and will provide information on how to make contact with the Chair of the PPG
- A dedicated e-mail address for the PPG ([NorthwayPPG@outlook.com](mailto:NorthwayPPG@outlook.com)) has been established and protocols for regularly checking and responding to any e-mail items have been agreed by the PPG group
- PPG members will work with Practice Staff to develop the Northway Medical Centre website – particularly in relation to PPG activities
- A distribution list will be maintained to circulate information about PPG events and newsletters to those patients who indicate they wish to be kept informed of this
- Members of the PPG may volunteer to attend Dudley CCG or regional NHS meetings and will feed back any key messages to the other PPG group members
- The PPG will work with the GPs and Practice Staff to develop ideas and solutions to address issues that may be of concern or need to be explained to the wider patient group
- The activities of the PPG will be captured throughout the year in an ‘Action Log’ and an annual review will be undertaken at the end of each year to reflect upon the effectiveness of the group

## **WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?**

- Any patient registered at Northway Medical Centre may attend the PPG meetings – the only formal structure will be for positions of Chair, Vice-Chair, Treasurer and Secretary who will be elected each year.
- ‘Champions’ may be identified within the PPG membership – those who may have a particular interests in a specific health topic – for example Diabetes, Arthritis, Asthma, Stroke, Dementia – and they may act as the first port of call to signpost others to relevant sources of information, local support, etc.
- ‘Information Scouts’ may be identified within the PPG membership – those who regularly attend other Health meetings such as the national and local Health Watch, CCG’s Health Forum, Patient Opportunities Panels (POPs) and other PPGs. These members will share with the PPG any key points of information.

- ‘Virtual PPG members’ may be included - recognising that even though patients may be unable to physically attend the PPG meetings, they can still be involved in the business of the meetings. (This role will need to be developed but we envisage that at the very least they could receive the agenda ahead of the meeting and if they send in any feedback/observations this will be included in the discussion at the meeting).

## **WHEN DO THE PPG ACTIVITIES HAPPEN?**

- The PPG will meet regularly throughout the year (at least 6 meetings per year).
- Whilst it might be desirable to be able to schedule the meetings in advance for the year, we are taking into account the need for flexibility to accommodate constantly changing demands on time for both the GP and the group members. The PPG meetings will therefore be arranged one meeting date at a time throughout the year. The date of the next PPG meeting will be notified to members of the group as soon as it is determined, providing at least 14 days notice. It will also be posted on the Northway Medical Centre website and on the PPG noticeboard in the reception area at the Practice.
- We will aim to produce at least 3 PPG Newsletters throughout the year (first newsletter was introduced April 2017). The proposed publication dates will be agreed through PPG meetings with clear information about deadlines for suggested articles to include in the forthcoming edition.
- The annual Patients Survey is usually undertaken in February of each year. The questionnaire is developed through preceding PPG meetings and a rota of volunteers is drawn up around January to be present during key surgery times during the survey week and push for as many surveys as possible to be completed by patients attending the surgery. The analysis of the survey results will usually reported to the PPG meeting in March or April following the survey week.
- Ad hoc events including guest speakers will be arranged as and when there is capacity and interest within the group to promote a particular health topic or issue.
- Ad hoc attendance by PPG volunteers at external meetings and consultation events to find out more about wider health issues – with summary feedback to next available PPG meeting.

## **WHERE DO THE PPG ACTIVITIES HAPPEN?**

- Usually at the Northway Medical Centre, in the meeting room upstairs on the first floor.

*THIS VERSION [V1.0] WAS AGREED BY PPG MEMBERS AT THE MEETING HELD ON 22<sup>ND</sup> MAY 2017*