

# CULVERHAY SURGERY PATIENT PARTICIPATION GROUP

Wotton-under-Edge

## Terms of Reference



### Name:

The Group shall be called: CULVERHAY SURGERY PATIENT PARTICIPATION GROUP (**CSPPG**).

### Aims:

- a) To strengthen communication and the relationship between the Culverhay Practice and its Patients.
- b) To work in partnership with the Practice Team to ensure that the Patients' perspective is at the heart of local provision.
- c) To assist the Practice in maintaining high quality services and continuously improving its provision of healthcare.
- d) To ensure that Patients are at the heart of decision making.
- e) To provide practical support in the Surgery
- f) To assist Patients in taking more responsibility for their health.
- g) To assist the Practice and its Patients by arranging voluntary groups/support within the community.
- h) To communicate information to the Group about the community which might affect healthcare.
- i) To assist in Fundraising for medical equipment and other facilities not available from the NHS to improve the Practice and/or fund the activities of the Group.
- j) To liaise with other PPGs in the area.

### Membership:

- Members should be representative of the age groups and gender of the Patients of the Practice.
- Members of the **CSPPG** shall cease their membership should they move to another Practice.
- Doctors of the Practice and the Practice Manager shall be ex-officio Members of the **CSPPG**.
- Members of the **CSPPG** will elect annually a Chairman, Vice-Chairman, Hon. Secretary, and Hon. Treasurer who will be known as the Officers. The Officers may stand for re-election.
- Ideally, Members should have an active involvement in the Community but must **NOT** formally represent other organisations.
- All Members must sign a Confidentiality Agreement with the Practice.
- When a vacancy arises, appropriate advertising amongst Patients will take place, the new Member being agreed following an interview with the Officers.

## **Objectives:**

### ***To be a “Patients’ voice”: promoting a patient-led culture***

- To provide a choice of media for Patients to give feedback and comments about the Practice to the CSPPG ie on-line via the section on the Practice’s website or in writing.
- To use the information to discuss and resolve problems with the Practice, with potential improvements for the future.
- To develop the “virtual group” so that Patients can be involved and informed whilst not necessarily having to commit to monthly Meetings. Areas of interest to be noted.

### ***To promote better healthcare and treatment***

- To promote self-care, education and understanding of long-term health conditions
- To raise awareness of and access to various support agencies as recommended by the NHS
- To encourage the take-up of vaccination programmes
- To assist in communicating Public Health messages and recommendations.

### ***To assist the Practice in further improving the service it offers***

- To identify opportunities of improving the Patients’ experience of the Practice and its facilities.
- To foster the treatment of Patients within a safe, risk-free and confidential environment.
- To work with the Practice to help it address the challenge of change.
- To review the content and display of Patient-targeted material.

### ***To develop CSPPG influence through “Good practice”***

- To be aware of appropriate local and national organisations and their initiatives.
- To discuss and recommend which initiatives should be introduced by the Practice.
- To ensure compliance with the Data Protection Act and Patient confidentiality when dealing with Patients’ or the Practice’s material.
- To develop protocol to respond appropriately to Patients, the Practice and outside bodies. The Chairman should always be the spokesman, especially if there is a risk to the **CSPPG** or the Practice.
- To review regularly protocols, roles and responsibilities of members of the **CSPPG**.
- To share experiences and opportunities with other Patient Participation Groups.

## ***Meetings:***

- Meetings will be held monthly, usually on the third Tuesday of each month, at 1845hrs at the Culverhay Surgery.
- Four Members of the **CSPPG** to include the Chairman or Vice-Chairman shall comprise a Quorum, any Meeting being postponed if the Quorum is not met.
- The Chairman shall have a casting vote, in addition to his/her own, should it be required.
- Should the Hon. Secretary not be in attendance at any Meeting, one of the members present will be requested to take the Minutes of the proceedings.

## ***Finance:***

- The Practice will initially make funds available for use by the **CSPPG**. The funding for a project must be approved in advance at a Monthly Meeting and minuted accordingly.
- A Current account will be opened at Lloyds Bank, Wotton-under-Edge. To release funds in cash for an approved project of the CSPPG, or to a third-party in the form of a cheque, **“two signatures will be required, one being the Practice Manager, the second usually being the Hon. Treasurer or one of the Officers for the time being”**. Individual details and specimen signatures are needed by the Bank and must be updated following any minuted changes.

**May 2015.**