

CULVERHAY SURGERY PATIENT PARTICIPATION GROUP

Wotton-under-Edge, Berkeley and Frampton on Severn

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 surgery 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 provide practical support in the surgeries
- e) To assist patients in taking more responsibility for their health.
- f) To assist the practice and its patients by arranging voluntary groups/support within the community.
- g) To communicate information to the Group about the community which might affect healthcare.
- h) To liaise with other PPGs in the area.

Membership:

- The minimum age for membership is 16 years and should be representative of the 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 surgery management team shall be ex-officio members of the **CSPPG**.
- Members of the **CSPPG** will elect annually a Chairman, Vice-Chairman and Hon. Secretary who will be known as the Officers. The Vice-Chairman will also be Chairman elect, if appropriate The Officers may stand for re-election.
- Ideally, members should have an active involvement in the community but must **NOT** formally represent other organisations unless elected as an Honorary Member. An Honorary Member may be elected by majority vote at a General Meeting.
- All Members must sign a confidentiality agreement with the Practice.
- New Members will be invited and confirmed with the agreement of the practice.

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 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.



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www.culverhaysurgery.com

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 quarterly, at one of the 3 surgery locations – Wotton under Edge, Berkeley and Frampton on Severn.
- Meetings may be held online for convenience and inclusivity of participation at the discretion of the practice.
- 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:** Should fundraising be required for any project agreed by the Members, a sub-Committee will be formed with its own Officers, which will report to the Main Committee. This sub-Committee to include a Member elected as Hon. Treasurer.

Ground Rules

- This meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results as a group.
- Silence indicates agreement – speak up but always go through the Chair.
- All views are valid and will be listened to.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

