

The Culverhay Surgery

Wotton-under-Edge,
Berkeley, and Frampton-on-Severn



CULVERHAY SURGERY PATIENT PARTICIPATION GROUP (CSPPG)

Terms of Reference – Virtual PPG Members

1. Name

Virtual members will form part of the wider **CULVERHAY SURGERY PATIENT PARTICIPATION GROUP (CSPPG)** and will be referred to as the **Virtual PPG**.

2. Purpose of the Virtual PPG

The Virtual PPG exists to enable broader patient engagement by providing opportunities for patients to participate remotely. Virtual members contribute their views through online channels such as surveys, email feedback, and digital forums.

The primary aims are to:

- a) Strengthen communication between the Practice and a wider range of patients.
- b) Provide patient perspectives to support service improvement.
- c) Allow patients unable to attend in-person meetings to contribute meaningfully.
- d) Support the Core CSPPG by reviewing materials, giving feedback, and informing priorities.

3. Membership

- Virtual membership is open to registered patients aged **16 and over**.
- Members should reflect the diversity of the Practice population.
- Membership will cease if the individual moves to another practice.
- Applicants for virtual membership will be approved by the Practice team.
- All Virtual PPG members must agree to the confidentiality and data protection requirements of the CSPPG (including signing any required confidentiality agreement).
- Virtual members do not attend regular CSPPG meetings but may be invited by the Practice to join specific sessions or online events where appropriate.

4. Role and Responsibilities of Virtual Members

Partners Dr. R. Probert, Dr. J. Gough, Dr. B. Mackenzie & Mrs Caroline Pearmain
Associates Dr. P. Munro, Dr. N. Thurston, Dr. H. Stephenson, Dr. N. Davis, Dr. S. Duckworth,
Dr. G. Withers, Dr. D. Duke, Dr. E. Basker, Dr. C. Farrington, Dr. R. Bhardwaj, Dr. G. Pocock

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Virtual members will:

1. **Participate in online surveys and consultations** to provide feedback on services, patient experience and proposed changes.
2. **Review and comment on** patient communications, practice initiatives, and public health information when invited.
3. **Respect confidentiality**, ensuring that any information shared by the Practice or PPG is not disclosed outside the group.
4. **Provide constructive, honest feedback** that represents a patient's perspective.
5. **Engage respectfully** with other members and staff in all online interactions.
6. Follow the same **Ground Rules** as core CSPPG members (see Section 8).
7. Ensure they only share information in a way that complies with **GDPR and the Data Protection Act**.

Virtual members **are not expected** to attend CSPPG meetings or take on committee roles but may be invited to join working groups or discussions on topics relevant to their experience.

5. Responsibilities of the Practice Toward Virtual Members

The Practice will:

- Provide virtual members with relevant surveys, communications and updates.
- Ensure any data shared with virtual members is GDPR-compliant.
- Summarise how virtual feedback has contributed to service improvements.
- Maintain an up-to-date list of Virtual PPG members.

6. Communication Methods

Virtual engagement may include:

- Online surveys
- Email discussions
- Invitations to virtual focus groups or webinars
- Access to updates via the Practice website or other digital platforms

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Participation levels may vary depending on availability, but ongoing engagement is encouraged.

7. Confidentiality and GDPR

- All Virtual PPG members must adhere to GDPR principles and the Practice's confidentiality requirements.
- Personal information about staff or Practice processes must **not** be shared outside the Virtual PPG.
- Feedback provided by members may be summarised anonymously for discussion by the CSPPG.
- The Practice will only use Virtual PPG members' contact details for PPG-related communication.

8. Ground Rules

Virtual members agree to follow the same Ground Rules as the core CSPPG:

- The group is not a forum for individual complaints or single issues.
- Communication should remain open, honest, and respectful.
- Members will listen, remain flexible, and support constructive collaboration.
- All views are valid and will be considered.
- Members will engage respectfully and avoid disruptive behaviour.
- Feedback should be offered through the agreed channels and within requested timeframes where possible.

9. Review of Terms of Reference

This Terms of Reference will be reviewed annually by the Practice to ensure it remains aligned with current needs and GDPR requirements.