

Terms of reference

Moatfield Surgery Patient Participation Group Terms of Reference

THE SEVEN PRINCIPLES OF PUBLIC LIFE

The Nolan principles set the standard for behavior and values for those involved in public work and services. The 7 Nolan principles will apply to the members of the PPG.

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs.

1. GROUP STRUCTURE

- 1.1 Moatfield Surgery PPG will consist of no more than 20 members, drawn from the patient population at Moatfield Surgery. Any member who leaves the organisation ceases to be a member of the group immediately.
- 1.2 The group will comprise of officers and patients of the organisation, with the following committee positions:
 - Chairperson
 - Vice Chair
 - Secretary

Each position will held for a period of one year before being reviewed.

2. MEETING FREQUENCY AND ATTENDANCE

- 2.1 Moatfield Surgery PPG will initially meet on a quarterly basis; meetings must have in attendance at least four members if they are deemed to be quorate. To maintain momentum within the PPG, any members who fail to attend 2 meetings consecutively will be asked if they wish to continue to actively participate in the group. If not, they will be asked to resign.
- 2.2 Committee members will meet 4 times per year (usually one week before each quarterly meeting) for planning purposes.
- 2.3 Members are requested to adhere to the following etiquette:
 - Submit apologies for non-attendance prior to the meeting
 - Attend meetings punctually
 - Be prepared to discuss items on the agenda for which they are the lead
 - Respect the views of others
 - Acknowledge the vote of the majority and, should the vote be tied, that the chairperson may exercise the casting vote

3. FACE TO FACE AND VIRTUAL PPG

- 3.1 Moatfield Surgery will operate a face to face and virtual PPG. Both are intrinsically linked and members of either group will adhere to these terms of reference. Furthermore, the members of both groups will be expected to sign a Confidentiality Policy and Declaration Agreement.

4. AIMS OF THE PPG

- 4.1 The aim of the Moatfield Surgery PPG is to establish and embed an effective relationship between the organisation team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 4.2 The PPG will work collaboratively with the organisation, on behalf of the patient population, ensuring the services of the organisation meet the needs and wishes of the patient group.

- 4.3 The organisation agrees to work collaboratively with the PPG on behalf of the patient population ensuring they listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 4.4 PPG members will act as the information conduit between the organisation and the organisation population and the wider community, ensuring that all parties are aware of any issues or initiatives which are, or are likely, to affect patients.

5. SPECIFIC ACTIVITIES

- 5.1 The PPG will obtain feedback from the patient population about the services delivered by Moatfield Surgery. Members will review the feedback, informing organisation staff accordingly, identifying areas for improvement. This information will then be relayed to the patient population.
- 5.2 The PPG will promote the organisation at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.
- 5.3 The PPG will maintain a prominent presence online and in the organisation waiting room, displaying pertinent information. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the organisation.
- 5.4 The PPG will be involved in all areas of organisation development, relaying patient feedback and/or concerns, promoting organisation and ICB (Integrated Care Board) led health initiatives wherever possible.
- 5.5 The PPG will liaise effectively with organisation staff, sharing information regarding issues which may affect both patients and staff, whilst relaying issues identified by staff, in order to improve service provision or raise patient awareness.

6. COMMITTEE RESPONSIBILITIES

- 6.1 In addition to the above, the chairperson is responsible for:
- Ensuring meetings are held on a regular basis
 - Ensuring all committee and group members adhere to the terms of reference
- 6.2 The vice chairperson is responsible for:
- Supporting the chairperson throughout his or her tenure
 - Deputising for the chairperson in periods of absence
 - Ensuring committee members are aware of their roles and responsibilities
- 6.3 The secretary is responsible for:
- Producing the agenda at least one week prior to the quarterly meetings
 - Taking and issuing the minutes of the quarterly meetings
 - Retaining a record of all decisions made at meetings
 - Retaining all PPG meeting administration effectively and secure