

CONSTITUTION & TERMS OF REFERENCE of the MARTOCK & SOUTH PETHERTON PATIENT PARTICIPATION GROUP

Name and Membership

The name of the group is Martock & South Petherton Patient Participation Group (MSPPPG)

Membership is open to all patients registered to the Practice, carers and Practice staff.

Association

MSPPPG is affiliated to the National Association for Patient Participation (NAPP)

Purpose

To represent all the patients of the Martock & South Petherton Practice, helping to improve services by working in partnership with GPs and Practice staff by:

- Supporting the role of the Practice in involving patients in their own care.
- Acting as a consultative group for any proposed changes at the Practice.
- Communicating to the Practice evidence- based patient concerns, with a view to influencing change.
- Supporting and initiating health promotion events in conjunction with the Practice.
- Co-operating with volunteer services, groups and organisations with similar aims.
- Assisting in the ongoing assessment of community needs through MSPPPG- led surveys and questionnaires; giving feedback to the Practice.
- Reviewing annually the results of the GP Patient Survey.
- Referring to the Practice Manager patients with specific personal issues.
- Noting at meetings patient complaints and comments received by the Practice Manager, and their subsequent outcomes.
- Engaging in meetings and consultations with the Clinical Commissioning Group as appropriate.

- Communicating information to all patients through agreed means of communication.
- Complying with all relevant legislation set by the Practice.

Committee & General meetings

MSPPPG will have a Chair, Vice Chair, Secretary, Treasurer and Publicity Officer, and a committee comprising a minimum of six (quorum) and a maximum of 14 members, at least one of whom is the Practice Manager, or a delegated Practice staff member if he/she is unable to attend.

The Chair will conduct meetings; in his/her absence the Vice Chair will take the chair.

At his/her discretion, the Chair may invite a GP to attend part or all of a meeting; other medical professionals or Practice staff, or parties outside the Practice may also attend by invitation.

The Secretary will convene all meetings; he/she will give three weeks' notice of the date to all members via the surgeries and other agreed means of communication. All members may request items to be included on the Agenda, which will be circulated not less than a week prior to the meeting.

Meetings will be held monthly unless otherwise agreed by MSPPPG; a minimum of six meetings will be held each calendar year, at one of the Practice surgeries or other local community venue. In exceptional circumstances meetings may be held virtually. All members will be informed and may attend, but committee members only have voting rights.

The Secretary will keep a record of all meetings attended by committee members, and records of any consultations and activities carried out on behalf of MSPPPG. This information will be given at each meeting.

The Secretary will send the Agenda and subsequently the Minutes to the Practice Manager for distribution to Practice staff; patients will be able to access them via the surgeries and other agreed means of communication.

The MSPPPG committee should as far as possible be reflective of the patient demographic of the Practice.

The MSPPPG committee may fill any vacancy occurring amongst its number; the committee will be notified of any interested member and decide upon his/her appointment at the next meeting.

At the discretion of the Chair and Secretary scheduled meetings, including the AGM and any ad hoc meetings, may be held via video or telephone call. Committee members unable to attend in person may request access via video call by contacting the Secretary no later than 24 hours prior to a meeting. Committee members participating in this way will be deemed to have been physically present, and shall have a vote.

Decisions on specific Agenda items will be taken by a simple majority vote in which the Chairman shall be entitled to vote; the Chairman shall have a casting vote if required.

MSPPPG committee is required to call an extra meeting if requested by more than 20 members. All members will be informed via the surgeries and other agreed means of communication of the reason for calling it, and given at least 14 days notice of the meeting date, time and venue.

Annual General Meeting

An AGM shall be held once a year, or not more than 15 months after the preceding AGM. Notice of the day, time and place will be given at least 14 days prior to the meeting via the surgeries and other agreed means of communication.

All members may request items to be included on the Agenda, which should be sent to the Secretary at least a week prior to the AGM. Nominations for officers by members must be sent to the Secretary at least a week prior to the AGM.

All MSPPPG committee members may offer themselves for re-election at the AGM; all members present at the AGM may vote. If more than one nomination is received for an Officer position, a vote will be taken. In the event of a tie the Chairman shall have the casting vote. In the case of a tie for the role of Chair, the Vice-Chair shall have a casting vote.

MSPPPG shall present at each AGM a report of its activities during the previous year.

Finance

MSPPPG may fund-raise on behalf of the Practice if a specific need has been identified and agreed. Expenses for MSPPPG services previously agreed with the Practice - eg advertising- will be subsequently claimed from the Practice.

Annual associate membership shall be paid to NAPP by the Practice.

The MSPPPG Treasurer will keep records of accounts, which will be reported at each committee meeting, and annually at its AGM.

Monies will be held in the MSPPPG bank account, and cheques signed by the Treasurer and Chair, or one other nominated committee member.

Committee members may be re-imbursed from MSPPPG's account for reasonable out-of-pocket, previously approved expenses.

Virtual PPG

MSPPPG has established a Virtual PPG (VPPG) which aims to gain patient views from a wider demographic than is available via local data collection.

A specified member of the committee will be responsible for communication with VPPG members, keeping them updated with news of the Practice.

MSPPPG may use a variety of social media platforms, agreed by the committee, as additional forms of communication.

Equality & Diversity

MSPPPG will value diversity and promote good relations with all members of the community. It will not discriminate on grounds of race, gender or sexual orientation. It will endeavour to hold meetings in venues accessible to all, and as appropriate utilise video or telephone links to enable members to participate.

Code of Conduct

Members of MSPPPG will conduct themselves in such a way as not to cause offence to others.

Members of the PPG should not expect and will not receive any preferential treatment from the Practice.

Committee members will not divulge to other persons or organisations any aspect of business discussed at a meeting deemed to be confidential.

Committee members will not personalise any aspect of issues brought to a meeting.

Dissolution

If MSPPPG consider it appropriate to dissolve the group, members will be notified through all available communication channels. Explanation of the dissolution will be given, and members invited specifically to the next meeting, where the proposal will be upheld or suspended.

MSPPPG Constitution/Terms of Reference (ToRs) is available on the Practice website or in hard copy if requested from the Practice.

The Constitution/ToRs will be reviewed annually by the MSPPPG committee, and amended as required. It will be circulated to members together with the Minutes of the previous AGM at least 14 days before the AGM, and offered for formal acceptance at that meeting.

April 2020