



KIRBY ROAD SURGERY

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Terms of Reference (TOR) for Kirby Road Surgery PPG

Introduction:

This Terms of Reference (TOR) document outlines key information about the Patient Participant Group (PPG) for Kirby Road Surgery.

A PPG is a patient led group that works in continuous partnership with the practice. Its members consist of current patients as well as GP practice staff, who meet to discuss practice issues and patient experiences to help improve service delivery. Members of a PPG play a significant role in reaching out to the wider patient population by actively 'championing' health and wellbeing in their local communities. PPGs seek to connect with those who may have difficulty/ encounter barriers when accessing healthcare services and those whose voices are less heard.

PPGs inspire and encourage individuals to partake in activities, help others to enjoy healthier lives by removing barriers in the system, raising awareness of health, wellbeing, and lifestyle choices, and offering supportive environments for others to gain information and assistance. PPGs are uniquely placed to represent a collective, unbiased view of patients' and the wider community's needs and priorities. They also gather feedback on patients' experiences at the patient/practice interface and through analysis and evaluation of patient insight data- including annual GP Patient Surveys. PPGs provide valued intelligence that helps GP practices become more responsive to both the needs and wishes of patients.

Name of the group:

The name of the PPG is: 'Kirby Road Surgery PPG', referred to below as 'the PPG'.

Contact details:

A: 58 Kirby Road, Dunstable, Bedfordshire LU6 3JH.

T: 01582 609121

E: admin.kirbyroad@nhs.net

W: www.kirbyroadsurgery.co.uk

Names of practice staff on the PPG:

Managing Partner Dr Abdullah Khan

Office Manager Joanne Glendinning

Quality Assurance Manager Rebecca Newton- Barry

Aims:

The PPG aims to promote exceptional physical and mental health in all patients by:

- ◆ Acting as critical friends of the practice

- ◆ Offer feedback from the patient perspective.
- ◆ Assist Kirby Road Surgery to make the most effective use of their resources.
- ◆ Improve communication in all forms (e.g., in person, via the telephone, online).
- ◆ Help to promote good health.
- ◆ Influence decisions about which services are provided.
- ◆ Offer practical support to the patient.
- ◆ Contribute to practice decision making relating to services.
- ◆ Consulting on the improvement of health service development and provision.
- ◆ Influencing the provision of local secondary health and social care.

Objectives:

To further these aims, the group may pursue any or all of the following objectives:

- ◆ To give patients a voice.
- ◆ To provide feedback on patients' needs, concerns, and interests, and challenge the practice constructively and respectfully when necessary.
- ◆ To communicate any information about the community which may affect healthcare.
- ◆ To liaise with other bodies e.g., other PPGs, Locality Groups of practices and the National Association of PPGs.
- ◆ Contribute to the continuous improvement of services ensuring the surgery is more responsive to the needs and wishes of patients.
- ◆ Foster improved communication between the practice and its patients
- ◆ Support patients to take more responsibility for their health.
- ◆ Provide practical support and help to implement change.
- ◆ Make a positive difference to both patients and the practice.

Meeting details:

PPG meetings are held every 3 months, totalling to 4 meetings a year. These meetings will be held on a weekday evening, between 18:00 to 18:30 hours, with the time and date being agreed on two weeks prior to the meeting. If it is agreed that the meeting is virtual, a Microsoft Teams link will be made available by the Quality Assurance Manager for those who are able to attend. If the meeting is face to face, a Microsoft Teams link will be provided to those unable to attend in person and emailed to these individuals 5 days prior to the meeting.

Membership of the group:

All patients registered with Kirby Road Surgery are eligible to be members of the PPG. They can express their interest in joining by contacting the practice Kirby Road Surgery PPG email, or the membership secretary who compiles and maintains a register of members. Up to 12 PPG members are expected to sit on the group.

Management of the group:

For the PPG to operate effectively, the group requires two volunteer patients to operate as a patient chair and a secretary. However, the secretary can be a member of the practice staff.

The PPG Chairperson is responsible for:

- ◆ Upholding the TOR
- ◆ Working with the PPG secretary and practice staff to create the agenda for PPG meetings.
- ◆ Leading the meeting along with the Managing Partner.
- ◆ Working with practice staff to review all PPG documents, such as minutes or reports, to ensure they are accurate and reflect the work of the PPG.

The PPG secretary is responsible for:

- ◆ Abiding by the TOR.
- ◆ Compiling and maintaining a current list of PPG members.
- ◆ Working with the PPG chairperson to ensure relevant PPG documentation is circulated to PPG members in a timely and appropriate fashion.
- ◆ Work with the chairperson and practice staff to review all PPG documents, such as minutes or reports, to ensure they are accurate and reflect the work of the PPG.
- ◆ Provide an email address that PPG members can use to raise matters of importance. When points are raised, the secretary will then liaise with the chairperson to determine the correct course of action.
- ◆ Provide a brief introduction to all new PPG members and provide them with the TOR, ensuring this is signed and returned to the Managing Partner.

The process of electing such members has three separate stages:

1. Members of the PPG can apply to be PPG chair or secretary, or other members can nominate an individual they feel is suited to the role.
2. An interview panel, consisting of The Managing Partner, Office Manager and two patients who are not part of the PPG, will then interview the individuals to determine their eligibility for the roles.
3. Once a decision has been reached by the interview panel, the individuals will then be officially appointed.

The role of chairperson will be reviewed collectively by the PPG at the end of the year.

Whilst it is recommended that a PPG chairperson serve for one year, should the serving chairperson be put forward/ volunteer themselves again, this will be considered along with others who have expressed an interest.

Only in temporary measures would the Surgery cover the Chair role until a patient-Chair is appointed.

Committee meetings:

Meetings are open to any patient from the practice list. Notes and themes will be taken and published by posting them on the website. The committee may elect any sub-committees or working parties as they see fit. The chairperson of any sub-committee or working party must be a committee member who will report on progress at committee meetings.

Standard agenda

- ◆ Introductions
- ◆ Apologies for absence
- ◆ Minutes of the last meeting for accuracy.
- ◆ Matters arising
- ◆ Any other Business (AOB)

Guide to meetings:

- ◆ We will start and finish on time and stick to the agenda.
- ◆ No phones or other distractions.
- ◆ This meeting is not a forum for individual complaints, single issues, or for attempts to persuade others to take part in any activity where a member has a business interest. Any such interest must be declared at the start of each meeting.
- ◆ All views are valid, and will be listened to.
- ◆ We will be flexible, listen, ask for help, and support each other.
- ◆ We advocate open and honest communication and challenge between individuals.
- ◆ We will demonstrate commitment to delivering results as a group.

Changing circumstances:

Kirby Road Surgery is fully equipped to effectively manage unexpected situations or circumstances when they arise. The global COVID-19 pandemic has resulted in the practice making many necessary changes to the way it operates to continue the delivery of high-quality service provision. The use of online communication tools, such as Zoom or Microsoft Teams, is an example of how the surgery maintained communication with outside parties throughout the pandemic. Should there be further restrictions introduced by the UK government due to COVID-19, or another pandemic, epidemic or endemic occurs, the surgery will use the aforementioned online tools to organise the PPG meetings so they can take place virtually.

Should a member of the practice staff be unable to attend a meeting due to COVID-19, the Managing Partner will organise for another member of staff to temporarily assume their role. If the rise in COVID-19 cases results in the full practice team being unavailable, the meeting will be rescheduled, with full notice being provided to the PPG.

Code of Conduct:

PPG Membership is not based on personal opinions or characteristics of individuals and shall be non-political. The group must, at all times, champion kindness and respect, as well as promote its commitment to the principles contained within the Equality Act 2010.

All Members of the PPG make the commitment:

- ◆ To respect practice and patient confidentiality at all times, for example:
 - Patients are not permitted to send any group email, informally known as 'round robins,' to the PPG. Should you have a matter you wish to raise, this must primarily be raised to the current PPG chair. This is to protect patient data and confidentiality.

- ◆ To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- ◆ To be open and flexible and to listen and support each other.
- ◆ Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- ◆ To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- ◆ Otherwise, to abide by principles of good meeting practice, for example:
 - Reading papers in advance.
 - Arriving on time.
 - Switching mobile phones to silent.
 - Allowing others to speak and be heard.
 - Showing respect and consideration to other.

Behaviours:

Should any individual/s exhibit behaviours judged to be distressing, insulting, discriminatory or harassing, their behaviour will be reported to and recorded by the chairperson and reviewed by a panel at a later date. The panel will include:

- ◆ The Managing Partner
- ◆ The Office Manager
- ◆ PPG Chairperson

Should their behaviour be judged unacceptable, they will be removed from the PPG members list and notified by a formal letter.

Declaration:

Kirby Road Surgery expect all members of the PPG, both practice staff and patients, to follow the information documented above as well as the Code of Conduct.

All members of the PPG are required to sign this TOR to confirm they have read and understood the information contained, and agree to the declaration:

Signed:

Printed Full Name:

Dated: