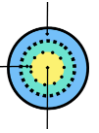




Lyme Bay Medical Practice Patient Participation Group

Terms of Reference



1. GP Practices are required under the NHS General Medical Services Contract to establish and maintain a Patient Participation Group ('PPG')

Lyme Bay Medical Practice ('Practice') will:

- engage with the PPG throughout the year to review patient feedback and to identify improvements that can be made;
- consider and respond to PPG recommendations, with clear rationale where proposals are not adopted;
- take reasonable steps each year to ensure the PPG is representative of the Practice population;
- publish an annual summary of PPG activity, including actions taken and outcomes achieved.

Patient participation is designed to ensure that patients and carers are involved in decisions about the range and quality of services.

2. Purpose

The purpose of the PPG is to foster good communication between the Practice and its patients in a way that supports continuous improvement in patient experience, access and service quality.

3. Functions

The PPG operates in an advisory capacity. It does not hold decision-making authority over clinical or operational matters. The three primary functions are detailed below.

(i) Helping the Practice and its associated community services to improve services, by

- gathering feedback from patients to inform and contribute to Practice decision-making;
- being a 'critical friend' to the Practice, challenging constructively when necessary;
- proposing and assisting with patient surveys on topics which may affect healthcare provision;
- offering practical help, e.g. a welcome service at health screening events, support with specific health campaigns, and improvements to the Practice environment.

(ii) Helping the Practice and its associated community services to provide information, by

- reviewing the content and presentation of Practice communications such as its website, brochure, leaflets and newsletter to ensure user-friendly information and advice for patients about their healthcare options;
- testing accessibility of communications, including digital inclusion and health literacy;
- contributing to the Practice newsletter;
- supporting the Practice in explaining why things are the way they are and how its services fit within wider local health and social care provision;
- encouraging and supporting with practical help, Practice activities that foster self-care and health promotion.

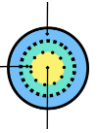
(iii) Representing registered patients, by

- ensuring that, where appropriate, issues relating to provision by the Practice and its associated community services are heard and passed to the appropriate authority;



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- liaising with e.g. NHS Dorset (the Dorset Integrated Care Board), Jurassic Coast Primary Care Network, Dorset Council, NHS England South West, Dorset Healthwatch and any other appropriate body to influence decisions made on behalf of patients about the local availability of health and social care services;
- representing Practice patients when patient voices are needed, for example collating responses to regional or government healthcare consultations;
- representing patient views to external organisations where a clear mandate has been agreed by the Steering Group and minuted.

4. Scope and Exclusions

The Patient Participation Group works with the practice to improve services. It gives patients a way to share feedback, raise ideas, and suggest changes. The group is led by volunteers who represent patient views and support practice activities.

The PPG is not a forum for individual complaints or clinical matters. These must be managed through the Practice complaints procedure.

The PPG will not have access to identifiable patient information. All data shared with the PPG will be anonymised and compliant with UK GDPR.

5. Structure and Governance

- (i) Participating Patients: all registered patients are automatically 'participating patients' and may volunteer for the 'Voluntary Group' or the 'Steering Group'.
- (ii) Voluntary Group: the Voluntary Group is made up of patients who have shared their email details with the PPG secretary to receive emails with surveys, updates and meetings notes. The members of the Voluntary Group may share views by email without attending regular meetings to shape decisions and help improve services. Virtual Group members do not hold voting rights within the Steering Group.
- (iii) Steering Group: a Steering Group of up to 15 patients will oversee delivery of PPG functions, information gathering and liaison with the Practice to ensure jointly that the purpose of patient participation is being met. It meets every other month, with Practice management staff in attendance. A quorum will be 50% of current Steering Group members. Members are expected to attend at least 50% of meetings in a 12 month rolling period. Continued non-attendance may result in removal, subject to the Steering Group agreement.
- (iv) Terms are four years. Members may serve further terms in agreement with the Steering Group and no new volunteers for the Steering Group will be excluded. Where interests exceed available spaces, selection will be based on achieving a balance and a representative group.
- (v) The Steering Group is led by a Chair and a Secretary ('Officers') who must be registered patients, not practice staff, elected by the Steering Group.

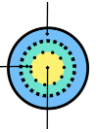
The Chair will:

- ensure meetings are conducted effectively;
- act as primary point of contact with the Practice;
- set agendas with the Practice.



Lyme Bay Medical Practice Patient Participation Group

Terms of Reference



The Secretary will:

- record and circulate minutes within 10 working days;
- maintain an action log;
- manage PPG communications.

Members are expected to:

- act in the interest of the wider patient population;
- respect confidentiality;
- engage constructively and respectfully;
- avoid representing personal agendas as collective views.

- (vi) All members must adhere to confidentiality requirements. Any information shared within meetings that is not in the public domain must not be disclosed externally without agreement.
- (vii) Approved minutes of meetings will be published on the PPG web page within 20 working days, subject to redaction where required for confidentiality. Minutes will be circulated via email to practice staff representatives, all Steering Group members and Voluntary Group members.
- (viii) The Steering Group arranges ad hoc open public meetings on matters of major interest. It communicates with all PPG members through the PPG page on the Practice website, with contributions to the Practice newsletter, by updating the PPG noticeboards at Practice sites, and other appropriate media. Patients can contact the Steering Group using the PPG email, the contact form on the Practice website page, or using the red 'PPG Messages' boxes at the two Practice sites.
- (ix) One 'open' meeting each year will incorporate the PPG's Annual General Meeting ('AGM'), at which the Steering Group:
- will review the annual report;
 - confirm or elect Steering Group members and Officers;
 - agree priorities for the coming year.
- (x) Decisions will be made by consensus where possible. Where a vote is required, a simple majority applies. The Chair holds a casting vote.

Review of Terms of Reference

The Terms of Reference will be reviewed annually by the Steering Group and the Practice. Amendments will be formally approved and recorded in meeting minutes.