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**Greystones Patient Participation Group**

**Terms of Reference**

The Greystones Patient Participation Group (GPPG) has been formed to represent patients at the Greystones Medical Centre (GMC). The GPPG is affiliated to the National Association for Patient Participation (NAPP).

**Membership**

The Greystones Patient Participation Group (GPPG) is a voluntary group and all adult patients registered at the Greystones Medical Centre (GMC) are entitled to apply to join. Membership takes two forms:

1)A face-to-face group, not exceeding 14 patient members\*, co-ordinates the work of the GPPG. At each meeting, group members offer their views, experiences, suggestions and ideas on general matters and discuss patient feedback directly with the Practice Management Team. The PPG will extend an open invitation to practice staff to attend all its face-to-face meetings, as agreed with the Practice Manager. The face-to-face group meets every two months and its September meeting is its Annual General Meeting; the minimum quorum for any meeting making decisions on behalf of the GPPG is 5 patient members.

2) An e-group participates in the work of the GPPG through electronic communication. The e-group Manager will raise the suggestions and questions sent by members, anonymously, at each face-to-face meeting during a standing agenda item. Minutes from each face-to-face meeting are sent to members of the e-group. There is no number limit for the e-group.

N.B. As a Patient Participation Group can only discuss general matters with the practice, any individual complaint or personal medical issue received by the GPPG will, with the patient’s consent, be referred to the practice through the Practice Manager.

Although membership is voluntary, the GPPG, when recruiting, will endeavour to ensure that membership reflects the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities.

\* *The face-to-face group meets in the surgery waiting room, provided by the Practice to support its work, and the size of the room imposes a restriction on numbers. If more people than 14 apply for membership, priority will be given to the earlier date of application*.

**Aims & Objectives**

The Aims of The Greystones Patient Participation Group (GPPG) are to:

* Encourage the development of a strong relationship between the GMC and patients

by sharing information and ideas on the delivery of local health services.

* Provide the means to enable patients and carers to voice their views, concerns and

aspirations on the delivery and development of the services provided at the GMC.

The Initial Objectives of The Greystones Patient Participation Group (GPPG), agreed at the inaugural face-to-face group meeting on 12th September 2024, are to:

**1**. Help the practice to develop its services by:

* providing feedback from patients.
* monitoring the accessibility of practice communications.
* carrying out surveys into a variety of subjects.

**2.** Work alongside the practice in providing information by:

* producing patient newsletters and information leaflets for the practice.
* ensuring that patient information and advice is as accessible as possible.
* offering handouts and support on special days as necessary, e.g. vaccination clinics.
* encouraging health education within GMC, using information from surveys and newsletters.

**3.** Represent patients at the practice by:

* acting as representatives that influence the local provision of health and social care.
* representing the practice locally and nationally when patient voices are needed.

These Aims and initial Objectives can be revised by a quorate Annual General Meeting.

**Appointments**

The face-to-face group will, from the patient members, elect or, if not enough candidates signal interest for an election, appoint a Chair or co-Chairs. The group will look to appoint a Vice-Chair, Secretary & e-group Manager and ensure that the duties of the Secretary and the e-group Manager are fulfilled. All appointments are for one year, but appointees will be eligible for re-election or re-appointment at the September meeting that functions as the Annual General Meeting.

**Conduct of GPPG Face-to-Face Group Meetings**

• The Chair/co-Chairs will draw up an agenda for each face-to-face meeting, including standing items, Practice input, matters arising from the previous meeting, e-group group suggestions & questions and ideas from face-to-face group members. Members of the face-to-face group and the e-group Manager will be asked to put forward any specific items for inclusion two weeks before the meeting. The agenda and supporting papers should be sent out to members at least five days before face-to-face meetings.

• The Secretary (or, if the role is vacant, a member of the group) will take notes of meetings and send them in draft to the Chair/co-Chairs who will approve them and arrange for their distribution.

• A member of the face-to-face group who cannot attend the meeting should, if possible, notify the Chair or Co-Chair in advance. A member of the face-to-face group who fails to attend three consecutive meetings should be contacted by the Chair/co-Chair to establish the position regarding their continued membership.

• If both of the Co-Chairs are absent from a meeting, their absence should be dealt with by ad hoc arrangements at the time.

**Communications**

• The GPPG will disseminate information to patients through a combination of e-mail, newsletter, the reception notice board, information leaflets, the PPG page of the Greystones Medical Centre website. The PPG will endeavour to ensure that all information is available both on paper copy at the surgery and on the PPG page of the practice website.

• Patients who are not members of the GPPG can contact the group in two ways. They can use the e-mail address, [gmcppg2@gmail.com](mailto:gmcppg2@gmail.com), to make observations or suggestions or they can complete a GPPG “Observations or Suggestions” form located in the surgery reception and hand it to reception staff. The patient’s name must be attached on a paper copy to ensure that the communication is valid, but, if requested, anonymity will be preserved by the GPPG officers.

**Applications and Confidentiality**

All members of the GPPG are expected to safeguard any confidential information disclosed to them as a result of their membership of GPPG. GDPR (General Data Protection Regulations) will be adhered to. In order to meet GDPR requirements, all applicants to join either the face-to-face group or the e-group group are required to sign an Application & Data Consent Form (either on paper or in electronic form) in which they give explicit agreement to share their email address with the Group.

[Patients applying to join the e-group can ask for their posts to be anonymised so that only the e-group Manager, the Chair/co-Chairs and Secretary are aware of their details.]

It is a requirement of membership that an applicant accepts these Terms of Reference which set out how the GPPG operates. The Terms of Reference are available online on the GPPG page of the practice website and as a paper copy at surgery reception.

Paper copies of the GPPG Application and Data Consent Form are also available at surgery reception: once completed, the signed paper form should be returned to reception. An electronic copy of the Application and Data Consent Form is available on the PPG section of the Practice website: once completed, the form, with signature, should be forwarded to [gmcppg2@gmail.com](mailto:gmcppg2@gmail.com).

**Review of Terms of Reference**

The GPPG will review and revise as necessary the Terms of Reference at a quorate Annual General Meeting at least every two years.