



# Greystones Patient Participation Group

## Terms of Reference

### 1. Introduction

The **Greystones Patient Participation Group (GPPG)** has been established to represent patients registered at **Greystones Medical Centre (GMC)**.

### 2. Membership

2.1. The GPPG is a voluntary group open to all adult patients registered with GMC.

2.2. Membership takes two forms:

#### 2.2.1. Face-to-Face Group

- a) Comprises up to 14 patient members who coordinate the work of the GPPG. This limit is due to the size of the meeting space. If more than 14 people apply, priority will be given to those who applied earliest.
- b) Members share views, experiences, and suggestions on general matters and discuss patient feedback with the Practice Management Team.
- c) Practice staff are invited to attend meetings as agreed with the Practice Manager.
- d) The group meets every three months, with the September meeting serving as the Annual General Meeting (AGM).
- e) A quorum for decision-making meetings shall be five patient members.

#### 2.2.2. E-Group

- a) Members participate through electronic communication.
  - b) The E-Group Manager submits members suggestions and questions (anonymously) prior to each face-to-face meeting.
  - c) Minutes from face-to-face meetings are circulated to all e-group members.
  - d) There is no limit to e-group membership.
- 2.3. The GPPG can only discuss general matters with the practice. Any individual complaints or personal medical issues received by the GPPG will, with the patient's consent, be referred to the Practice Manager.
- 2.4. The GPPG aims to build and maintain a representative and inclusive membership that reflects the diversity of the practice population in gender, ethnicity, age, and ability.

### 3. Aims and Objectives

#### 3.1. Aims

- a) To encourage the development of a strong relationship between GMC and its patients by sharing information and ideas on local health services.
- b) To provide patients and carers with a platform to express views, concerns, and aspirations regarding delivery and development of the services provided at GMC.

#### 3.2. Objectives

##### 3.2.1. Support the Practice to develop its services by:

- Providing feedback from patients.
- Monitoring the accessibility of practice communications.
- Conducting surveys on relevant subjects.

3.2.2. **Work alongside the Practice on the sharing of information by:**

- Producing patient newsletters and information leaflets.
- Ensuring that patient information and advice is as accessible as possible.
- Encouraging health education within GMC, using information from surveys and newsletters.

3.2.3. **Represent patients by:**

- Acting as patient representatives to influence local health and social care provision.
- Representing the practice locally and nationally when patient voices are needed.

3.2.4. The Aims and Objectives may be revised at a quorate Annual General Meeting.

## 4. **Appointments**

4.1. The face-to-face group will elect or appoint from GPPG members the following roles: Chair or Co-Chairs, Vice-Chair (if one Chair), Secretary, E-Group Manager, Publications Co-ordinator, and ensure that the duties of the secretary and e-group manager are fulfilled.

4.2. All appointments are for a **one-year term**, with eligibility for re-election or re-appointment at the AGM.

## 5. **Conduct of Face-to-Face Meetings**

5.1. The Chair/Co-Chairs will prepare an agenda for each meeting, including standing items.

5.2. Members of the face-to-face group and the e-group manager may submit agenda items up to two weeks before the meeting.

5.3. The agenda and any supporting papers will be circulated at least five days before the meeting.

5.4. Members unable to attend should notify the Chair/Co-Chair in advance

5.5. Members who miss three consecutive meetings will be contacted to review their continued membership.

5.6. If both Co-Chairs are absent, temporary arrangements will be made to chair the meeting.

5.7. Minutes will be taken for every meeting and sent in draft to the Chair/Co-Chairs for approval and circulation to members of both groups.

## 6. **Communications**

6.1. The GPPG will communicate with patients through a combination of e-mails, newsletters, surgery noticeboard, information leaflets, and the PPG page of the GMC website.

6.2. The PPG will endeavour to ensure that all information is available both in print at the surgery and online.

6.3. Patients who are not GPPG members can contact the group:

- By email: [gmcppg2@outlook.com](mailto:gmcppg2@outlook.com); or
- By completing a GPPG “Observations or Suggestions” form in the surgery waiting room and handing it to staff.

## 7. **Applications and Confidentiality**

7.1. All members must protect confidential information obtained through their membership.

7.2. The GPPG operates in compliance with the General Data Protection Regulation (GDPR).

- 7.3. Applicants to the face-to-face or e-group must complete and sign an Application & Data Consent Form (paper or electronic), agreeing to share their email address with the group.
- 7.4. E-group applicants may request anonymisation; in such cases, only the Chair/Co-Chairs, Secretary, and E-Group Manager will have access to their details.
- 7.5. Membership requires acceptance of these Terms of Reference.

## **8. Application Process**

- 8.1. Paper forms are available at surgery reception and should be signed and returned once completed.
- 8.2. Electronic forms are available on the GPPG page of the Practice website and should be emailed to: [gmcppg2@outlook.com](mailto:gmcppg2@outlook.com)

## **9. Review of Terms of Reference**

The GPPG will review these Terms of Reference at least every two years during a quorate Annual General Meeting.

The Terms of Reference as above were amended following the AGM **on 30 October 2025**.