



Patient Participation Group (PPG) Policy

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1 Introduction

1.1 Policy statement

Since 1 April 2015, it has been a contractual requirement¹ for all organisations to have a Patient Participation Group (PPG). The requirements of the organisation to have a PPG are shown at Part 5.2 of the contract and under para 5.2.1 the purposes are to:

- Obtain the views of patients who have attended the organisation about the services delivered
- Enable the organisation to obtain feedback from its registered patients about those services

PPGs have a key role to play as they help to ensure that patients and carers can influence their local services.² Furthermore, it is vital that every patient and carer is aware that a PPG exists at Chilcote Surgery, the purpose of the group and how they can get involved.

1.2 Principles

Chilcote Surgery has a responsibility to respond to service user demand and will conform to the following principles:³

- Good public and patient participation enable the design and delivery of services and programmes that are grounded in reality and better reflect people's needs
- Meaningful public and patient participation builds trust, creates a partnership approach, leads to improved planning and the early identification and addressing of potential problems
- Participation activities should be embedded in the organisation programme, including timescales and milestones for delivery, with sufficient time to plan and deliver robust participation approaches
- Understand who will be involved
- Those who experience the greatest disadvantages and exclusion often experience the poorest health outcomes; it is vital to work proactively with these patient groups
- Encourage inclusive participation by making use of multiple and diverse approaches, learning from previous activities
- Make use of existing networks to build on community strengths and avoid unnecessary duplication of effort

¹ [NHS England Standard General Medical Services Contract](#)

² [The Patients Association PPGs](#)

³ [NHS\(E\) Planning for participation](#)



- Good engagement seeks and acts on people’s views and ideas but also feeds back how things have changed as a result of participation

1.3 KLOE

The Care Quality Commission would expect any primary care organisation to have a policy to support this organisation’s Patient Participation Group (PPG)

Therefore, at Chilcote Surgery, this policy is classified as ‘Expected’ and should be used as evidence of compliance against CQC Key Lines of Enquiry (KLOE)⁴. Specifically, for Patient Participation, Chilcote Surgery will need to answer the CQC Key Question on “Well-Led”.

The following is the CQC definition of Well-led:

“By well-led, we mean that the leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation, and promotes an open and fair culture”.

CQC KLOE W7	How are people who use the service, the public and staff engaged and involved?
W7.1	Are people’s views and experiences gathered and acted on to shape and improve the services and culture? Does this include people in a range of equality groups?
W7.2	Are people who use services, those close to them and their representatives actively engaged and involved in decision-making to shape services and culture? Does this include people in a range of equality groups?
W7.5	Is there transparency and openness with all stakeholders about performance?

1.4 Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact this policy might have with regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

⁴ [CQC Key Lines of Enquiry, prompts and ratings characteristics for healthcare services](#)



1.5 Training and support

The organisation will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

2 Scope

2.1 Who it applies to

This document applies to all employees, partners and directors of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locum clinical staff, PCN personnel and contractors, are encouraged to use it.

2.2 Why and how it applies to them

Patient participation is a contractual requirement. It is the most appropriate way to maintain robust communication and interaction with a representative sample of the patient population.

All staff must understand that the PPG exists, who the organisation lead for the PPG is and how to direct patients to relevant PPG sources of information.

3 Patient Participation Group overview

3.1 The role of the PPG

Chilcote Surgery has a PPG consisting of 8 members who meet on a quarterly basis. The role of the PPG includes:

- Being a critical friend to the organisation
- Advising the organisation on patient perspective and providing an insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the organisation
- Organising health promotion events and improving health literacy
- Regular communication with the patient population



3.2 The structure of the PPG

Whilst there are no contractual requirements regarding the structure of a PPG, for effectiveness at Chilcote Surgery there is to be a PPG committee which will include:

- Chairperson/Vice Chairperson (if appointed)
- Secretary
- Treasurer (if required)
- Any additional posts may be created at the AGM if proposals are made

The committee shall be comprised of members of the PPG, selected by members of the PPG. The PPG will not exceed 10 members who may be part of face-to-face or virtual groups. Should a member cease to be registered at the organisation, then they will cease to be a member of Chilcote Surgery PPG.

Job descriptions for these posts are shown at [Annex A](#).

3.3 PPG membership

PPGs should consist of a representative sample of the organisation population and representatives must:

- Be registered as either a patient or carer of a patient at the organisation
- Remain objective, contributing to group discussions appropriately with the patient at the forefront of their mind
- Work in a collaborative manner with all group members
- Listen to the views of group members
- Adhere to the terms of reference for PPG members
- Commit to upholding the following seven key Nolan principles of public life⁵:
 - Selflessness
 - Integrity
 - Objectivity
 - Accountability
 - Openness
 - Honesty
 - Leadership

Membership is not restricted to those patients or carers who can attend face-to-face meetings. Members can contribute to discussions via the organisation virtual PPG.

The organisation virtual PPG link is yet to be confirmed as of 31.08.2023

⁵ <https://www.gov.uk/government/publications/the-7-principles-of-public-life>



3.4 Role of PPG members

Chilcote Surgery will encourage PPG members to:

- Liaise with patients and carers, discussing concerns and comments pertinent to organisation services
- Champion the PPG, actively engaging with the patient population and local community
- Attend and contribute to meetings, sending apologies in advance to the secretary in cases of known absence
- Remain polite and objective throughout meetings, listening to and respecting other members
- Be constructive and balanced when contributing to PPG meetings
- Represent the patient population effectively, expressing the views of the population in an objective manner
- Undertake any training and development opportunities that may arise for the benefit of the PPG

The Patients Association in conjunction with NHS (E) have produced a [Confidentiality Policy and Declaration Agreement](#) for PPG members that is to be used at Chilcote Surgery.

All PPG members are to sign the declaration on page four of the policy and return it to the Business Manager

3.5 PPG meetings

PPG meetings take place quarterly. Prior to the meeting, the appointed secretary will email members the agenda for the meeting.

The standing agenda should follow a similar format to the example below and include the following:

Agenda for the Patient Participation Group meeting to be held at Chilcote Surgery in the [organisation meeting room] at [insert time] on [insert date]

<i>Item no</i>	<i>Item</i>	<i>Lead</i>
1	<i>Welcome and apologies (for non-attendance)</i>	
2	<i>Approval of the minutes of the previous meeting (to be proposed and</i>	



	<i>seconded)</i>	
3	<i>Matters arising from the last meeting</i>	
4	<i>Items for discussion (consider new members, local and national initiatives etc and limit time)</i>	
5	<i>Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments)</i>	
6	<i>Location, date and time of next meeting</i>	

*Secretary
Chilcote Surgery PPG*

3.6 PPG terms of reference

Terms of reference for Chilcote Surgery PPG can be found at [Annex B](#) to this policy.

3.7 PPG checklist

The Patients Association has produced a template for a [PPG checklist](#) which can be used to review the current structure and effectiveness of the PPG before formulating an action plan to improve the effectiveness of the PPG if necessary.

3.8 PPG toolkit

London-wide LMCs, in conjunction with the Patients Association, have produced a [toolkit](#) which may be used to review and set the future framework for the PPG at Chilcote Surgery.

3.9 Additional resources

The National Association for Patient Participation (NAPP) has produced a resource guide to help PPGs work effectively. The guide was commissioned by NHS England and is titled [Building Better Participation](#).

Furthermore, other useful guidance on PPGs can be sought from [The Patients Association](#) or [Healthwatch](#).

4 Summary

Patient Participation Groups are an invaluable forum for patients and carers to influence their local services, ensuring Chilcote Surgery meets the needs and wishes of the patient population.

Furthermore, through constructive feedback, Chilcote Surgery will be able to make improvement to services, ensure compliance with CQC regulations but, ultimately, will build a strong relationship with the patient population.



Annex A – Job descriptions for key members of the PPG

All key members of the PPG are required to be a registered patient of the organisation and all must fulfil their role as detailed at [Section 3.4](#).

The following key members will have roles duties and responsibilities as indicated.

1. Chairperson/Vice Chairperson (if appointed)

Appointment/Role

- a. The chairperson shall be elected by the PPG members to serve for a period of 12 months from the Spring Meeting as the first item on the agenda and may stand for re-election.
- b. The chairperson shall stand down after a period of three consecutive years and may not be elected for a further period of 12 months.
- c. If the chairperson wishes to terminate their role before their elected time is concluded they are to inform the PPG secretary, copying in the organisation manager, in writing (an email will suffice).
- d. Any election shall take place by a show of hands from those present at the meeting.
- e. Nominations for the post of chairperson must be supported by a proposer and a seconder at the meeting.
- f. In the absence of the chairperson, one of the other PPG members will be invited to chair the meeting.
- g. The role of the chairperson is to ensure that PPG meetings are conducted in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to:

- Setting the agenda in conjunction with the PPG secretary and with the organisation manager
- Welcoming new members and making introductions.
- Introducing speakers
- Ensuring that the timing of the agenda is maintained.
- Ensuring that each member has an opportunity to speak and to control the meeting.



- Ensuring that contributions shall be non-political and non-sectarian at all times respecting diversity and exemplifying the PPG's commitment to the principles contained within the [Equality Act 2010](#)
- Ensuring that the ruling of the chairperson is final on matters relating to orderly conduct.

Qualities

The qualities which a good chairperson should have are:

- Previous experience in the role of chairperson
- Leadership skills
- Assertiveness
- Be respected and active in the community
- Good at networking
- Diplomacy, tact and consideration for others

2. Secretary

Appointment/Role

- a. The secretary shall be elected by the PPG members to serve for a period of 12 months from the Spring meeting as the first item on the agenda and may stand for re-election.
- b. The secretary shall stand down after a period of three consecutive years and may not be elected for a further period of 12 months.
- c. If the secretary wishes to terminate their role before their elected time is concluded they are to inform the PPG chairperson copying in the organisation manager in writing (an email will suffice).
- d. Any election shall take place by a show of hands from those present at the meeting. In the event of a tie, the chairperson will have the deciding vote.
- e. Nominations for the post of secretary must be supported by a proposer and a seconder at the meeting.
- f. In the absence of the secretary, one of the other PPG members will be invited to act as secretary to the meeting.
- g. The role of the secretary is to assist the chairperson in ensuring that PPG meetings are conducted in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to:



- Deputising for the chairperson at meetings in the event of them being unable to attend or resigning, until a replacement can be elected
- Upholding the PPG's terms of reference
- Working with the PPG chairperson and relevant practice/organisation staff to ensure relevant PPG documentation is circulated to PPG members in a timely and appropriate fashion prior to any PPG meeting in accordance with the PPG's terms of reference
- Working with the PPG chairperson and relevant practice/organisation staff to review all PPG documentation (e.g. meeting minutes and reports) to ensure that this is accurate and appropriately reflects the work of the PPG and that these are, where appropriate, displayed prominently on a notice board in the organisation and on the organisation's website
- With the assistance of the practice/organisation manager, providing an email address whereby patients can contact the secretary to raise matters of importance. When patients contact the secretary, he/she will subsequently discuss this with the PPG chairperson and they will collectively agree the appropriate course of action
- Ensuring that the PPG letterbox, which is positioned in the porch at Dewerstone, is emptied once a week and that any correspondence is brought to the attention of the chairperson and, where appropriate, to the attention of PPG members at the next meeting
- Providing a brief induction to all new PPG group members (e.g. an explanation of how the PPG works and ensuring the new member signs the relevant paperwork)

Qualities

The qualities which a good secretary should have are:

- Previous experience in the role of secretary is desirable
- Well organised
- Good at note taking
- Punctual
- Ability to write clearly and concisely with a good command of the English language
- Good IT skills are desirable

3. Treasurer (only required if the PPG is involved in fund raising activities)

Appointment and role

- a. The treasurer shall be elected by the PPG members to serve for a period of 12 months from the Spring meeting as the first item on the agenda and may stand for re-election.
- b. It is expected that the treasurer will have an accounting qualification and or considerable experience of bookkeeping and accounting.



- c. The treasurer shall stand down after a period of three consecutive years and may not be elected for a further period of 12 months.
- d. If the treasurer wishes to terminate their role before their elected time is concluded they are to inform the PPG chairperson copying in the practice/ organisation manager in writing (an email will suffice).
- e. Any election shall take place by a show of hands from those present at the meeting. In the event of a tie, the chairperson will have the deciding vote.
- f. Nominations for the post of treasurer must be supported by a proposer and a seconder at the meeting.
- g. In the absence of the treasurer, one of the other PPG members will be invited to stand in for the treasurer at any PPG meeting.
- h. The role of the treasurer is to assist the chairperson in ensuring that the finances of the PPG are properly accounted for and all receipts and payments are made in accordance with its terms of reference.

Duties and responsibilities

Duties and responsibilities may include but not be limited to ensuring that:

- All PPG financial transactions are properly recorded in manual or electronic form
- All transactions are supported by the appropriate and relevant purchase order, invoice or receipt
- Bank statements are reconciled monthly and that the account is kept up to date and presented to the PPG meeting for scrutiny as a standing agenda item
- Petty cash is properly accounted for and that receipts and payments are signed by the recipient or payee
- Any cheques are banked promptly
- PPG accounts are audited independently at least once a year and when handing over to a successor

Qualities

The qualities which a good treasurer should have are:

- An accounting qualification is desirable
- Well organised and numerate
- Good IT skills are desirable



Annex B – Terms of reference

Chilcote Surgery Patient Participation Group Terms of Reference

1. Group structure

- 1.1 Chilcote Surgery PPG will consist of no more than 10 members, drawn from the patient population at Chilcote Surgery. Any member who leaves the organisation ceases to be a member of the group immediately. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 1.2 The group will comprise of officers and patients of the organisation, with the following committee positions:
 - Chairperson
 - Secretary
 - Treasurer (if required)Other positions may be added as deemed appropriate at the Annual General Meeting (AGM).
- 1.3 The PPG will be non-political and non-sectarian, and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.

2. Meeting frequency and attendance

- 2.1 Chilcote Surgery PPG will meet on a quarterly basis; meetings must have in attendance at least five members if they are deemed to be quorate. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. To maintain momentum within the PPG, any members who fail to attend 2 meetings consecutively will be asked if they wish to continue to actively participate in the group. If not, they will be asked to resign.
- 2.2 Committee members will meet 4 times per year (usually one week before each quarterly meeting) for planning purposes.
- 2.3 Members are requested to adhere to the following etiquette:
 - Submit apologies for non-attendance prior to the meeting
 - Attend meetings punctually
 - Be prepared to discuss items on the agenda for which they are the lead
 - Respect the views of others
 - Acknowledge the vote of the majority and, should the vote be tied, that the chairperson may exercise the casting vote (optional)

3. Aims of the PPG

- 3.1 The aim of the Chilcote Surgery PPG is to establish and embed an effective relationship between the organisation team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.



- 3.2 The PPG will work collaboratively and positively with the organisation, on behalf of the patient population, ensuring the services of the organisation meet the needs and wishes of the patient group.
- 3.3 The organisation agrees to work collaboratively with the PPG on behalf of the patient population ensuring they listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 3.4 PPG members will act as the information conduit between the organisation and the organisation population and the wider community, ensuring that all parties are aware of any issues or initiatives which are, or are likely, to affect patients.
- 3.5 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 3.6 To act as a representative group to support the practice and influence local provision of health and social care.

4. Specific activities

- 4.1 The PPG will obtain feedback from the patient population about the services delivered by Chilcote Surgery. Members will review the feedback, informing organisation staff accordingly, identifying areas for improvement. This information will then be relayed to the patient population.
- 4.2 The PPG will promote the organisation at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.
- 4.3 The PPG will maintain a prominent presence online and, in the organisation waiting room, displaying pertinent information. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the organisation.
- 4.4 The PPG will be involved in all areas of organisation development, relaying patient feedback and/or concerns, promoting organisation and ICB led health initiatives wherever possible.
- 4.6 The PPG will liaise effectively with organisation staff, sharing information regarding issues which may affect both patients and staff, whilst relaying issues identified by staff, in order to improve service provision or raise patient awareness.
- 4.7 To support the PPG and extend its reach, the PPG will establish an online group to be called the Virtual Patient Participation Group (VPPG). Any patient may volunteer to join the VPPG. The PPG will regularly contact the VPPG in order to obtain their views on specific matters. A member of the PPG will be made responsible for liaising with the VPPG and ensure that no one is excluded. There will be a standing item on the PPG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPPG to help ensure



its members are engaged. Notwithstanding the above, any patient may send views and suggestions directly to the PPG. Furthermore, the members of both groups will be expected to sign a Confidentiality Policy and Declaration Agreement.

4.8 Members of the VPPG will follow the same Code of Conduct as those in the PPG that meets face-to-face (see Appendix C: Code of Conduct). VPPG members who are able to volunteer at the practice will also sign and abide by the Confidentiality Agreement.

5. Committee responsibilities

5.1 In addition to the above, the chairperson is responsible for:

- Ensuring meetings are held on a regular basis
- Facilitating the AGM
- Ensuring all committee and group members adhere to the terms of reference

5.2 The vice chairperson is responsible for:

- Supporting the chairperson throughout their tenure
- Deputising for the chairperson in periods of absence
- Ensuring committee members are aware of their roles and responsibilities

5.3 The secretary is responsible for:

- Producing the agenda at least one week prior to the quarterly meetings
- Taking and issuing the minutes of the quarterly meetings
- Retaining a record of all decisions made at meetings
- Retaining all PPG meeting administration effectively and securely

6. Signatures

Signed on behalf of Chilcote Surgery:

Signature:.....

Print Name:.....

Date:.....

Signed by the PPG chairperson:

Signature:.....

Print Name:.....

Date:.....



5 Appendix 1

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG (including the Virtual PPG) make this commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C. To be open and flexible and to listen and support each other.
- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected



6 Appendix 2

Sample meeting agenda

Name of Group

Meeting/Annual General Meeting

Day/Month/Year	Venue	TIME (allocate time per item)
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1. Apologies for absence
2. Approval and adoption of pre-circulated minutes of day/month/year
3. Matters arising
4. List items for discussion (to include update on finances, if appropriate, and feedback from Virtual PPG)
5. Any Other Business, including topics introduced by the chair/group
6. Date of next meeting: Day/Month/Time
7. Meeting to close by 00:00

If you are unable to attend please contact:

.....



7 Appendix 3 Equality

Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender

Sexual orientation <https://www.gov.uk/equality-act-2010-guidance>