

# Cobbs Garden Surgery

## Patient Participation Group



### **Cobbs Garden Surgery Patient Participation Group Constitution**

November 2020

#### **Introduction**

This policy sets out the role of the PPG, establishes responsibilities and describes the nature of the relationship with the practice. This policy should be reviewed and revised by the PPG as the nature of The PPG evolves.

#### **Relationships**

It is recognised that the main parties are:

1. The Partners who own the practice and together with their salaried colleagues, nurses and all other staff constitute the practice of Cobbs Garden Surgery.
2. The practice is distinct from the informal grouping of patients that are the PPG. Members of the practice are invited to attend and participate in activities organised by The PPG. Within the framework of The PPG there are Patient Representative Groups.
3. The PPG is established with the encouragement, assistance and support of the practice. The relationship between the practice and the PPG is based on mutual respect and honesty with the intent to support and develop best practices of Cobbs Garden Surgery and its' patients.

#### **Purpose**

The PPG is committed to its' **aims**;

- Advise the practice on patient perspectives by being the voice of the patients providing insight into the responsiveness and quality of services and carry out research into patient views.
- Encourage patients to take a greater responsibility for their own and their family's health and wellbeing by organising health promotion events/ information is readily available/ develop support groups i.e. cancer and beyond/ walking/ mental health support
- Provide regular and easy to comprehend communication with patients and patient groups – develop a common language between practice and patients by liaising and collaborating with the practice staff seeking their opinions and ideas to develop an inclusive approach between patients and surgery.
- Understanding and accepting PPG members' different needs, experiences and perspectives committing to help all members to take part.
- Encourage an ethos of openness and transparency
- Commitment to confidentiality, equality and diversity and regular communication and record-keeping (eg of minutes of PPG )
- Ensure succession plans for any formal positions within the PPG, Chair, secretary, treasurer.

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The PPG purpose is;

1. To act as a two-way channel of communication between the practice and the registered patients.
2. To set targets to aim for in the short, medium and long term.
3. When appropriate, assist the practice to maintain and develop its excellent standards of service.
4. To liaise and share ideas of good practice with other local and national patient representative groups.
5. To assist the practice in identifying and understanding general concerns put forward by patients.
6. To organise a variety of means to provide education and disseminate information for members. For example in learning about local NHS services and proposed changes in services.
7. To identify individuals whose skills or particular experience might, on a voluntary basis, be of assistance to the running of the practice.
9. To assist the practice to meet local and national guidelines, i.e. supporting mental health and wellbeing, tackling obesity by organising and setting up local groups, such as the Olney Walking group.
10. To work with Friends of Cobbs Garden Surgery to suggest patient needs for fundraising for the surgery needed to support its work.
11. To help the practice celebrate its many achievements.
12. To support positive media presence on social media and the website.

#### **Organisation**

- a. The PPG is responsible for determining the ways in which it organises itself.
  - a.1. Currently its officers are: Chairman, Secretary and Treasurer.
  - a.2. Other members take responsibility for particular projects or activities and for ensuring that, from time to time, reports of these activities are brought to the PPG.
  - a.3. Required members of the PPG are elected during the AGM the Chair, Secretary and Treasurer can stand for re-election.
- b. The PPG, with approval, uses resources provided by the practice. These include meeting rooms, refreshment facilities, mailing (and email) facilities. In particular the PPG relies on the time of Surgery Staff to support but is mindful of workload.

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c. The PPG operates as a core PPG Group with wider PPG members and sub groups who meet face to face or online. The PPG are informal, non -decision making groups, they are a support for the practice and the voice of the patients.

d. In addition the PPG, usually through the work of individual or small groups of members, undertakes, or is associated with, a variety of tasks or projects these include:

d.1. Updating information for patients online and in leaflet form

d.2. Editing, printing and distributing a newsletter;

d.3. Liaising with health-related groups as appropriate;

d.4. Organising speakers;

d.5. All of the secretarial tasks associated with the production of minutes of meetings, preparing reports and agendas.

e. It is recognised that any activities, projects, publications, web-sites or other event that may come to the attention of the wider public could reflect on the reputation, prestige, professionalism or professional competence of the practice. In view of this, as a matter of courtesy, the PPG will always ensure that the practice will be given an opportunity to comment on anything created before it goes public.

f. The PPG contributes to a section on the practice Website. PPG members have no access to the practice website to enter or update entries. The PPG ensures the integrity of the data in respect of the General Data Protection Regulations, (GDPR) and the PPG GDPR data policy.

g. The PPG retains confidentiality at all times.