

## **GLEBE MEDICAL PRACTICE PATIENT PARTICIPATION GROUP** **(GMPPPG)**

### **AIMS:**

- To encourage a positive relationship between patients and the practice.
- To give the patients a voice within the practice.
- To work constructively and positively with patients to help identify solutions which would improve the practice and patient care.
- Carry out research to assess what matters to the patients and discuss the findings with the practice.
- The PPG will form a link between the practice and community and help to plan, provide and deliver local health services.

The GMPPPG will be run by a small committee of patients and practice staff. The GMPPPG will essentially be run by the patients and can be developed further depending on local needs.

The GMPPPG is **NOT**, however a channel for complaints. There is a system in place already within the practice to deal with complaints. Please contact the Practice Manager.

### **MEMBERSHIP:**

A maximum of 7 patients can be members of the PPG at any one time. You **MUST** be registered with the practice to be a member of the PPG. The PPG will try to achieve a range of ages, experiences for adequate representation of patients

Patients will be invited to join the initial group. If a vacancy arises the PPG will seek to fill the vacancy by advertising the vacancy on the practice notice board in the surgery. Once a patient ceases to be registered with the practice, they cease to be a member of the PPG with immediate effect.

The PPG can only have one member per family/extended family.

All successful applicants will serve a minimum of 1 year up to a maximum of 3 years. After 3 years, should they wish to remain in the group, the group can decide through a secret ballot if they want the member to remain part of the group. If successful, they can remain for a year up to a maximum of 2 more years with no option of re election.

The practice will be represented on the group by a GP and Practice Manager.

The PPG will elect a Chair, Vice Chair and Secretary. These posts will be up for election every 2 years.

## **MEETINGS:**

Meetings will take place every 4 months. More meetings can be requested in extraordinary circumstances. Such meetings may be called by the Chair or three members of the PPG through the secretary. A minimum of 14 days is required to be given to the Practice Manager for all meetings. For extra meetings, only the issue that brought about the meeting can be discussed.

A quorum is formed when at least three members plus one staff member attend the meeting.

## **GENERAL**

The secretary will prepare the minutes for every meeting and distribute within 14 days of each meeting.

Any agenda/issues are to be submitted to the secretary at least 7 days prior to the meetings.

There are no remunerations/expenses paid for being a member of the PPG. In house arrangements can be made to provide tea/coffee during the meetings.

Ideas, suggestions and recommendations agreed in principle either verbally or in writing will be presented to the Practice Manager. These will then be discussed with the GPs and/or nursing staff prior to implementation if feasible.

No individual patients/families can be discussed during the meeting as this would be a breach of confidentiality and members may be prosecuted.

Any member of the group whose behaviour is not within the object and aims of the group can be removed if the majority of the members agree.

## **DISSOLUTION**

The practice has the right to dissolve the PPG for good and sufficient reason. The practice retains the right to veto all PPG activities.

**GLEBE MEDICAL PRACTICE**