



Patient Participation Group Volunteer Members' Guidance on Roles and Responsibilities

Kelsall Patient Participation Group

Patient / Carer representative

1. Role overview

The GP Practice/Surgery strives to provide high quality care that meets the needs of its patients and carers. To help us do this effectively, we have a Patient Participation Group (PPG) that consists of patients and Practice representatives who come together to discuss the work of the Practice and identify any areas for improvement.

Details of Practice size, numbers of GPs and other staff can be found on the Practice website

2. Role description

Volunteer members are requested to attend and contribute to regular PPG meetings. These take place at least 6 times a year. We aim to ensure that Practice decisions are influenced by patients and carers and we want to enable them to participate in the work of the Practice. The PPG has set up a separate charity Kelsall PPG CIO which has fundraised to build and equip a Wellbeing Hub adjoining the Medical Centre.

Patient / carer representatives should:

- be a current patient or a carer of a patient who is registered with the Practice;
- approach the role with objectivity, tact and diplomacy, drawing on and using their own experience to inform discussions and decisions, in a manner that is mindful of the priorities and concerns of all patients;
- work collaboratively with patients and the practice team;
- be willing to voice opinions and contribute to discussions;
- listen to and reflect the views of other patients and carers;
- be able to attend meetings face to face or virtually;
- be aware of the Terms of Reference and respect the codes of conduct of the PPG and the confidentiality of any patients or carers whose concerns may be discussed at meetings;
- uphold the seven key 'Principles of Public Life' as summarized by Lord Nolan:
 - Selflessness
 - Integrity
 - Objectivity
 - Accountability

- Openness
- Honesty
- Leadership

Patient / carer representatives are encouraged to:

- talk to other patients and carers to pick up comments and concerns in the community, whilst respecting the confidentiality of any individual;
- promote the work of the PPG, sharing feedback and knowledge gained with community networks;
- set aside personal agendas (there are other avenues for discussing these) and try to be an objective, agenda-free expert who is representative of any other patients and carers, expressing their views openly and fairly even if you do not agree with them;
- read agendas and papers in advance of meetings, making a note of any questions and/or comments;
- attend and contribute to meetings and notify the PPG Secretary as early as possible if attendance is impossible
- act politely and in a constructive way at meetings, using objectivity and a balanced approach;
- listen to and respect other members and their views and be aware of the Equality Act 2010 and the personal characteristics protected by the law
- be proactive and positive patient ambassadors;
- take advantage of any training and development opportunities provided by the Practice/NHS.

3. Practice responsibilities

The Practice has a responsibility under its GP contract 2015/16 to have a PPG, and should work with the PPG Chair to ensure that appropriate support is given and that each volunteer patient/carers representative:

- has the opportunity to meet the Chair of the PPG to discuss roles and responsibilities and any questions / concerns;
- is introduced to all group members by the Chair at their first meeting and is provided with a list of the group members, by name and job title (where applicable);
- is provided with paperwork for meetings at least one week beforehand;
- is invited to take up relevant training, support and personal development opportunities.

PPG Practice /Surgery Lead

The Practice/Surgery Lead is a key point of contact for PPG members. In addition to what has been outlined above, the Practice Lead's responsibilities include:

- co-ordinating and liaising with surgery staff, clinicians, Chair and patients (acting as a communication conduit);
- assisting the Chair (i.e., maintaining a register of PPG members (independent of patient medical records, but within the practice), emailing (blind copied to members) minutes, agendas and information to patients via a generic dedicated surgery email

address, and managing incoming emails in liaison with the Chair. This protects patient confidentiality whilst identifying and managing any communication that does not fall within the remit of the PPG.

The Practice Lead provides:

- a meeting venue where possible by liaising with the PPG Secretary;
- access to training opportunities within the NHS/practice;
- access to peer mentoring support with another local PPG, subject to availability;
- access to any locally based PPG networks or umbrella groups;
- help to members in understanding the NHS and realising the potential of their role;
- a role in raising the profile of the PPG within the practice.

4. Other key roles

Other key roles, outlined below, should be occupied by members of the PPG who are registered in the practice but who are not members of surgery staff.

Chair/Vice Chair

Chair's duties concerning meetings include:

- preparing agendas in consultation with PPG members and the surgery (where appropriate);
- conducting meetings in a manner that enables everyone to have his or her say without over-running the time set aside for the meeting;
- steering the meeting through the agenda;
- summarising what has been said;
- ensuring minutes are recorded and action points carried out.
- attend PPG RA chair, PCN RA and Care Community meetings and feedback.

The qualities of a good Chair include:

- leadership;
- having the respect of members and the Practice;
- having strong and active community links and networking;
- assertiveness;
- being concise;
- attentiveness;
- impartiality;
- diplomacy;
- active listening.

Secretary

The Secretary works alongside the Surgery Lead to help the Chair plan meetings

and agendas and provides administrative support, including:

- ensuring that notices of meetings/agendas are drawn up and sent out in advance;
- taking notes of meetings and distributing minutes with the assistance of the practice.

Qualities of a good Secretary include:

- keenness to do the job;
- being well organised and conscientious;
- tact and discretion;
- good IT Skills ;
- ability to communicate concisely and effectively.

Accepted /5/2022

Reviewed /5/2023