

Constitution of the Patients Participation Group (PPG) in the Armada Family Practice.

Purpose/Aim

Patient participation is a unique partnership between patients, GPs and their practice which is essential to delivering high-quality, responsive care. The PPG voice is a 'critical friend' whose aim is to help the patients, and the staff, to have the best experience at the Practice.

- PPG Members meet with health professionals to ensure that patients are given a 'voice' within the GP practice. It will give Practice staff an opportunity to hear how things are from a patient perspective. It is an opportunity for the Practice to hear how things might affect patients' healthcare. The Practice and PPG members can discuss the current system and any potential changes that the Practice are considering.

IMPORTANT: The PPG cannot deal with any personal issues or complaints. Individuals will need to contact the Practice separately for that.

Membership

- PPG Members are registered patients, or carers/parents of patients, at the Practice and they are 16 years or older. To apply, new PPG members complete an application form and hand it into the reception. The Practice staff will check the application and then email it to the PPG email address. A common-sense approach will be taken regarding the numbers of PPG members. Whilst ideally all patients/carers, who would like to join can, the numbers at the meetings need to be appropriate so that the meetings function well. It is also important to recognise that the group are just a group of patients, at Armada Family Practice who want to help the Practice serve the patients well. PPG members work together with our Constitution in mind.

Chair and Admin team

- The Chair is the person who has direct contact with the Practice staff between meetings. The Chair is the collective voice of the PPG members. The Chair can be voted in by the PPG members at the PPG members meetings. The person, who the majority chooses will be the Chair. They can be Chair for as long as the majority of PPG members are happy with the Chair.
- The admin team support the Chair as and when necessary. The Chair can nominate PPG members to help, who are willing to volunteer, as and when necessary.

Meetings

- PPG Main Meetings. Currently, meeting with the Practice Staff four times a year, ideally February, May, September and November. The meetings are usually on a Monday, at the Practice, for about an hour. At the meeting, the PPG issues/items, on the agenda are raised by the Chair. Our agenda will be circulated, by email, prior to the meeting.
- PPG Member meetings. These usually take place a few weeks before the main meeting. The PPG members talk about items/issues that they want to be discussed at the main meeting. Members can also discuss any issues that the Practice may have forwarded to the PPG prior to the Main meeting taking place.

- The notes of the meeting will be bullet points and action points for the items discussed. The notes are for PPG members and Practice staff only. This is because The Practice staff have said that they do not all things discussed shared with the patients of the Practice.

Communication

- The Chair communicates with the members via email. Members are informed of the meetings by email. The PPG Main Meeting agenda will also be sent by email. The emails are circulated to all the members, with a list of the names of the current PPG members included. The Chair is the only one who communicates with the Practice Manager via email.
- The PPG members have a WhatsApp group that members can choose to join if they would like to. It is a method of keeping in touch with each other, on relevant issues between meetings. There is no obligation for PPG members to join the WhatsApp group.
- The PPG email address is whitchurchppg@gmail.com At least two people to have the sign in details of the email address. One being the Chair and the other a member of the PPG admin team
- The PPG can communicate with the Patients/Carers of the Practice via its noticeboard. (Currently to the left on the far wall as you enter the Practice). Any PPG newsletter or summary of the PPG Main meetings, to be shared with the Practice manager before posting on the noticeboard.

PPG moving forward

- The National Association for Patient Participation (NAPPG) has guided the approach for our PPG. <https://napp.org.uk/> The main initial focus, as our group grows, is that the PPG is how we want it to be run. It is important that the meetings achieve the aims of the PPG. The founding members, of the re-established group, initially put together some guidelines/principles as to how we want to move forward. These, of course, can be amended/adjusted as the PPG members see fit.
- As we grow, there are a number of additional things that PPG groups can do. Including things like fundraising, or volunteering at events at the Practice. We will refer to the NAPPG for guidance as an when we need to do so. If necessary, at that point, we can adjust our constitution as necessary.

Principles for PPG members (previously agreed by the members during the PPG members meetings)

- Keep things simple and straight forward.
- Listen to each other's views and opinions.
- Keep things friendly, kind and respectful.
- Keep things positive.
- No one person can overrule the group, it must always be the majority that has the final say, whether the decision(s) is/are taking place in person or by email.
- Think outside of the box, if necessary.
- PPG members must accept that we can only do so much.
- PPG members must be realistic about what they take on, they must protect themselves.
- Rude, insulting, bullying behaviour will not be tolerated.
- The members will adapt, where they can, as the group evolves.
- No question or comment is silly, if you are thinking it, chances are, others are too.
- Teamwork makes the dream work.
- Keep the main aims of the PPG in mind.
- The PPG is a collective voice for patients of the Practice.
- Always have a common-sense approach.