

MARYLEBONE HEALTH CENTRE PATIENT PARTNERSHIP GROUP

TERMS OF REFERENCE

1. PURPOSE

The membership of the PPG to consist of patients of the Marylebone Health Centre (MHC) and Partners of the Practice and or others nominated by the MHC. The PPG will represent the views and interests of the patients of the MHC with regard to the services provided by the GPs and staff of the MHC and those offered by other service providers to which patients are referred. The PPG will work to maintain and improve communications between the Practice and patients and will support MHC in developing service changes- and the introduction of new Services

2. RESPONSIBILITIES

2.1 To work with GPs and the Staff of the MHC in any way that is in the interests of the patients and to commit any means at its disposal to assist the MHC in furthering the service that the Practice gives to patients and for the PPG to be involved in discussions re service developments including the shaping of new services.

2.2 To ensure that the MHC should put in place systems and policies that ensure that the patient's voice be heard and that satisfactory responses are received.

2.3 To act a conduit for the views and concerns expressed by the patients of the MHC to the Partnership

2.4 To regularly communicate with patients regarding changes to Practice procedures, staff changes, service changes and any other matters that may affect them by the production of newsletters and other medium as agreed to and with the support of MHC.

2.5 To ensure that there is a published Patients Complaint Procedure and to be made aware of any changes to Procedures emanating from the complaint procedure following the annual Practice complaints review. To ensure that procedures are in place for patients to make positive comments and observations concerning the Practice and their own health care.

2.6 A member of the PPG to sit on interview panels for all new staff and to participate in the final decision with regard to an appointment.

2.7 The PPG to use its initiative to encourage health related activities within the MHC and to propose and where appropriate to organise events that are to the benefit of the patients of the PPG and to the MHC as a whole such as Open Days and Health Fairs etc

2.8 To ensure representation and to review the work of the PPG at the MHC's Central Review and Policy Forum.

2.9 To have the option for the PPG to attend meetings in Westminster and at Regional and National events inviting patient representation.

3. MEMBERSHIP

Membership shall be open to all patients of the MHC with special attention being made to the recruitment of members reflecting the demographic profile of the MHC

4. MEETINGS AND OFFICERS

4.1 The PPG will meet regularly at times to be decided and such dates to be published for a period of 12 months ahead. Wherever possible a GP partner will attend all PPG meetings together with the Practice Manager to present news of developments within the practice and to respond to issues raised by the PPG. At the discretion of the Chair the GP can be requested to attend part or all of the meeting. Other staff of the MHC or other parties from outside the Practice may also attend by invitation.

4.2 Copies of the minutes of meetings will be prepared by or sent to the Practice Manager of the MHC for distribution to the MHC Executive and to be made available to patients on MHC notice boards and through other communication means deemed to be appropriate...

4.3 The PPG will elect Chair, Deputy Chair and Secretary at the first meeting after the Open Meeting and will fill any vacancies that may occur between Open Meetings. Nominations for Elected positions may be made at the appropriate meetings. Offers to take office may be made on behalf of members not able to attend meetings, such elections to be ratified at the next meeting.

4.4 MHC will commit to attending meetings of PPG, taking forward issues and recommendations from the PPG and supplying responses of action taken as a result and will be party to decisions taken by the PPG. MHC will keep the PPG informed of service developments and bring them for discussion at PPG meetings, including how wider Practice population can get involved in these discussions.

5 OPEN MEETINGS

5.1 The PPG will hold an Open Meeting at least annually to report on the PPG's activities. In notices concerning the meeting and at the meeting patients will be encouraged to join the PPG.

5.2 At least 1 month's notice of the Open Meeting will be given to patients by advertising the event.

6. FINANCE / FUNDING

6.1 The PPG will produce and agree with the Partnership, a budget in April of each year to support delivery of activities as outlined in Terms of Reference and as agreed with the MHC.

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6.2 In April the Partnership will provide funds to the PPG to contribute to the activities of the PPG, which contribution will be increased annually by the published ROI.

6.3 The PPG and the Partnership will individually and collectively endeavour to raise additional funds in order to fulfil the objectives of the PPG.

6.4 The PPG will not undertake any activity where insufficient funds are available.

6.5 Any monies received by the PPG will be held by MHC, all such income to be identified separately as PPG funding. Accounts for PPG activities will be produced by the MHC on request. Funds held by the MHC will only be used to the benefit of the PPG.

6.6 Any monies or assets, subject to the dissolution or suspension of the PPG, should be passed to the MHC and used for the benefit of patients.

7. DISSOLUTION

7.1 If the PPG considers it appropriate for it to be dissolved, patients will be notified of the proposal in writing, such notice to be displayed in the Waiting Room. Full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting where the proposal may be ratified or suspended.

7.2 Notice should be given at least one month before the proposed final meeting of the PPG, reasons for the dissolution or other action to be duly recorded in the minutes and published.

8 AFFILIATIONS

The PPG is affiliated to the National Association for Patient Participation {N.A.P.P.}

9 ALTERATIONS TO THE CONSTITUTION

The PPG will review the constitution as and when required. Any proposed changes will be conveyed to the MHC Executive for their views before adoption.