

Rosmellyn: PPG Code of conduct

In order to provide active and positive engagement between PPG members and NHS staff we have developed a code of conduct. This document provides guidance which sets out the standards of behaviour expected by PPG members and staff when attending meetings and events.

PPG members should work in partnership with the practice to ensure that the views of registered patients are considered when decisions are made that impact on the practice population.

Equality and diversity

The behaviour and attitudes of all group members should support inclusion, diversity and equality for patients

Ground Rules and Respect

All group members must treat each other and others they come into contact with respect and courtesy at all times. The chair should ensure that all group members adhere to the ground rules of the group:

- Confidentiality – patients and staff should make it clear when an item is confidential.
- Avoid personal references - as PPG members we think to the needs of the wider public.
- Avoid assumptions – base discussions on evidence and good practice.
- Listen – listen actively and attentively. Avoid interruptions.
- Challenge - critique ideas, not people.
- Find solutions - build on one another's comments; work toward shared understanding.
- Do not monopolize discussion – give others a chance to speak.
- Respect – other people's thoughts, ideas and suggestions (even if you don't agree with them).
- The meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results, as a group.
- Silence indicates agreement – speak up, but always go through the chair.
- All views are valid and will be listened to.

- No phones or other disruptions.

Confidentiality

All group members must respect the status of confidential issues they read and discuss. The principles of Rosmellyn's GDPR and Data Protection Policy for employees provides details of how the practice protects and processes data. It can be found here:

<https://www.rosmellynsurgery.co.uk/practice-information>

All PPG members should have read the policy; please contact the Surgery Practice Manager if further clarity is required.

Integrity

PPG members should be steered by patient insight and engagement. Their comments should reflect feedback from the wider public. PPG members might also like to supplement this information by using their personal knowledge, expertise and experience to take the best decisions they can in the interests of the wider community. When carrying out your role as a PPG member you are a representative of the practice and should be respectful and appropriate in how you conduct yourself.

Commitment

All group members are encouraged to devote sufficient time to preparing for and attending agreed meetings. Members should attend meetings on time and give apologies if they are unable to attend. PPG members are also expected to:

- Sign this code of conduct.
- Attend at least two PPG groups each year.
- Contact the practice manager or PPG Chair if they have any concerns about the work.
- Adhere to the ground rules and Terms of Reference for the group.

No personal benefit

PPG members must not benefit from their position beyond what is allowed by the law and what is in the interests of the organisation. PPG members should take decisions solely in terms of the value to patients and the public. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Conflicts of interest

PPG members should identify and promptly declare any actual, potential or perceived conflicts affecting them. They must absent themselves from any discussion where there is any such conflict. Any conflicts of interest, and subsequent action taken, should be recorded in the meeting notes.

Openness and accountability

PPG members must be open, responsive and accountable to each other, members of staff and other stakeholders about their decisions, actions and work. PPG members should only ever undertake practice work with prior agreement and awareness of the practice staff.

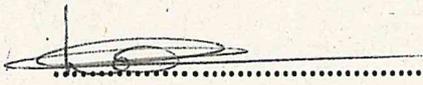
Removal from group

If a PPG member is felt to be too disruptive to the practice or work of the group, and it cannot be resolved, then that person may be asked to leave the group.

Statement of acceptance

I have read and understood the above Code of Conduct for PPG members.

I agree to abide by the standards set in the code.

signed:  *Laura Hill*

Name (please print): *Laura Hill* *Laura Hill*

Date: *10.01.2023* *10.01.23*

Please return to: Practice manager or PPG Chair.

Patient Participation Group (PPG)

Terms of Reference

1. Purpose

The Rosmellyn Patient Participation Group (PPG) exists to ensure that:

'The practice and its patients have the opportunity to work together to improve local services'

2. Membership

The structure of the PPG will include:

- Chair – Practice staff or patient member
- A PPG lead from the practice and a member of the wider staff team
- Patients registered with the practice
- Others may attend for specific agenda items

3. Quoracy

XX members are required for the group to run.

4. Frequency and timing of Meetings

Meetings will take place on a XXXX basis (or as necessary)

5. Administrative Support

The PPG will be supported in its work by a member of the admin team who will:

- Prepare meeting agendas and ensure the agenda together with any supporting documents/information received by members at least five working days before a meeting.
- Prepare draft minutes for the Chair's approval within seven working days and issue approved minutes within 14 working days of a meeting.
- Add all documents to the practice website within 14 days of the meeting.

Patient participation is

Patients working with a practice to:

- contribute to the continuous improvement of services ensuring practices are more responsive to the needs and wishes of patients;
- foster improved communication between the practice and its patients;
- help patients to take more responsibility for their health; and
- provide practical support and help to implement change.
- make a positive difference to both patients and the practice

Varied to suit local needs:

Each group determines its own activities according to the needs of the community and the practice itself.

Based on co-operation:

- PPGs work by building a relationship between the practice and its patients that breaks down barriers and shares information.
- PPGs can develop to influence the wider NHS, most notably the decisions that are made on behalf of patients about the services that are to be available to them.

Patient participation is not

A forum for complaints

Clear ground rules are needed to ensure that PPG members do not use the PPG as a vehicle to resolve their own personal issues (however PPGs often lead to a reduction in the number of complaints overall)

A doctors' fan club

In order to be valuable, PPGs must have the confidence to challenge the practice in line with the critical friend model.

A time-consuming activity for practice staff

Some effort is required to get PPGs going but thereafter they should be self-organising and patient-led and will often undertake activities that save the practice time.

A 'talking shop'

Groups whose sole purpose is confined to meeting, receiving information from the practice and discussing items of interest are unlikely to thrive or grow. It becomes difficult to maintain interest and there is the significant risk that discussion becomes negative and is at risk of being monopolised by one or more strong individuals with strong views on particular issues. Without clear evidence of some activity or results showing benefit to the patient community or to the practice, patients will not sustain interest and will drift away. New members will see no point in being involved

What is a Patient Participation Group (PPG)?

Patient Participation Group Definition

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

Purpose of a PPG:

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education.

What should a PPG look like?

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join. There are no other membership requirements except that patients must be registered with the practice.



PPG members should as far as possible, be representative of the practice population. In some cases, the practice can ask for support from their local Healthwatch to assist in the recruitment of patients.

First Steps for Setting up a PPG

Starting a PPG for the first time can seem like a daunting experience.

It is important that a PPG is meaningful to both the patients and the practice staff, and there are various ways to work towards this that are specific to each PPG.

In this section you will find some basic **Ground Rules** that can be used for a first PPG meeting, and a clear outline of the **Roles and Responsibilities** of a PPG.

Ground Rules	
The PPG meeting is not a forum for individual complaints and personal issues.	Silence indicates agreement - speak up if you would like your suggestions to be a part of the discussion!
Open and honest communication applies to all.	All views are valid and will be listened to.
Be flexible, listen, ask for help and support each other.	No phones or other disruptions.
Respect the practice and patient confidentiality at all times.	Discrimination on any grounds will not be tolerated.
Demonstrate a commitment to delivering results as a group.	Start and finish meetings on time and stick to the agenda.

Roles and Responsibilities of a PPG:

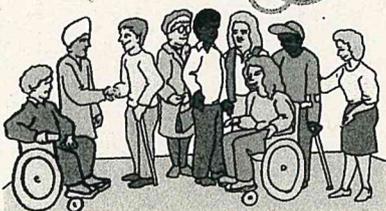
The PPG might in the first instance, consist of between 3 and 10 patients. There will also be representation from the practice either via the Practice Manager or a delegated member of admin staff who is always in attendance. GPs should also attend the meetings, either for a regular slot on the agenda, or as and when requested by PPG members. The PPG should meet at least 4 times a year.

PPG members should elect a **Patient Chair** after the first or second meeting. Having a patient who chairs the PPG meetings empowers the group to share their views and encourages co-production between the patients and the practice.

- Create a Suggestions and Compliments Box that sits in the GP practice.
- Advertise the PPG amongst local community groups with the support of local voluntary organisations like Healthwatch.
- PPG members can attend local community group meetings.
- Invite local voluntary organisation representatives to PPG meetings, to share PPG information with the people they work with.
- Practice/PPG members can go out into the community to consult with particular seldom-heard groups.
- Practice can host information sessions/events that are relevant to particular community groups to reign in interest.
- GP Practices can engage with Healthwatch and receive feedback from seldom-heard groups about their GP practice, to take to future PPG meetings.

PPG Best Practice Example:

X Medical Centre designed posters with their PPG as well as a newsletter, indicating that they would like more PPG members. After reviewing their records, the practice realised they had a number of patients with diabetes that they were not getting feedback from, so they hosted a Diabetes Information Day in their practice. They invited interested patients to attend, sign up to the PPG, and chat with existing PPG members about what it's like to be a part of a PPG.



Extra Support for Your PPG

There are lots of resources available to support PPGs, their members, and the GP Practices they belong to. For a PPG to succeed, it is important that members are supported. Patients must feel they can contribute in a meaningful way otherwise they may not want to continue attending PPG meetings.

Shared learning and good practice

Successful PPGs can nominate a member to attend other newly formed PPG meetings to speak to patients about PPGs, how they run their own PPG, and what challenges they have faced that others can learn from.

Nominated PPG members can also attend PPG Area meetings if they are run locally, to represent their GP practice and learn from the experiences of other PPGs.

Training

Healthwatch and some Clinical Commissioning Groups (CCG) provide free training sessions for patients and practice staff about engagement and being a patient representative. Contact your local Healthwatch (www.healthwatchcwl.co.uk) or your local CCG to find out what training sessions are available for patients and staff to attend.

If GP Practice staff do attend patient engagement training, it is important to remember that when reporting back to PPG meetings, the use of jargon language is avoided, and any materials provided are in an accessible format (i.e. using large text and easy-read documents with pictures).

Healthwatch Central West London (CWL) PPG Project Work

Healthwatch CWL has been doing a lot of work with PPGs in West London for the last few years, and has produced a number of communication materials and PPG reports. Visit <http://goo.gl/eoRNRL> on the Healthwatch CWL website to download some of the materials.

National Association for Patient Participation (NAPP)

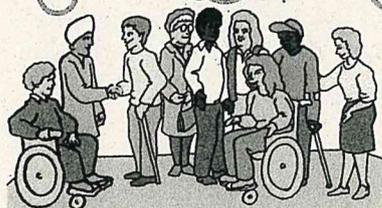
NAPP provides a number of PPG resources and information to support the development of PPGs, as well as ideas for meeting topics. Practice PPGs can choose to become members of NAPP by paying a joining fee and receiving a number of regular benefits and resources. Visit www.napp.org.uk for more information.

PPG Best Practice Example:

X Medical Centre kept close communication with Healthwatch PPG Project work, and sent their PPG Patient Chair to a PPG Network meeting. At the meeting, the Chair found out about other ways to be a patient representative including being involved in making sure new NHS services meet the needs of the populations they served, and shared this with their fellow PPG members.

PPG Best Practice Example:

X Medical Centre was visited by a neighbouring practice's PPG Patient Chair, who shared recent topics from their PPG and ideas for getting more PPG members.



For support with your Patient Participation Group and /or further information and queries please contact:

Healthwatch Central West London
Unit 25/26 Shaftesbury Centre, 85 Barlby Road, London W10 6BN
0208 968 7049
healthwatchcwl@hestia.org

Frequently Asked Questions

Do we have to have a patient group?

Yes, since April 2015, all GP Practice NHS core contracts require GPs to have a PPG and make reasonable efforts to ensure that it is representative.

This is part of the government's aim to put the patient at the heart of everything the NHS does.

Should Practice Staff be involved in the Group?

Yes, a GP and Practice Manager or equivalent should be part of the group. Without the support of both a clinician and a manager, the patient group will be unable to function effectively. The group must be supported with practice information, resources and authority to take action.

Let the group know who will be the lead from the practice and which GPs will be involved.

How many patients should be in the patient group?

There is no fixed number for a patient group, but it is best to start with a core group of 4-6 members who are able to commit and participate.

If the practice is set up for it, there can be additional virtual members who participate through the website.

A greater number of patients can also be invited to hear the results of the patient survey or for other special events arranged by the practice.

How often should the patient group meet?

- **Frequency:** There is no fixed number of required meetings, but a quarterly meeting (every 3 months) is what practices should aim for.
- **When:** Getting the time right is vital. Timing depends on the preference of PPG members if you already have them signed up, and the nature of your practice population. If you have a majority

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working age population, evenings might be best. And if you have an older, retired population, meetings in the daytime might suit your PPG better. However, this depends almost entirely on the preference of your patients. Practices that have a mixture of the two can also have their meetings on rotation at different times/ days.

- **Length:** Meetings should be long enough to discuss the relevant topics, but not too long that people switch off during meetings. One hour and thirty minutes is the maximum recommended time.
- **Venue:** The meeting room is to be supplied by the practice; usually the practice itself is the best place to hold meetings as patients will be familiar with the premises. If this is not possible for any reason, the practice may consider a local, accessible community venue.

What do patients get out of having a patient group?

- The opportunity to be more involved with the practice.
- A chance to make suggestions and improve the practice.
- A means of ensuring that complaints are taken on board and necessary changes are being made.
- A way of finding out more about healthcare provisions in the local area.
- Making a contribution to the NHS and the wider community.
- Greater confidence by becoming a patient representative, having their voice heard and witnessing change happen when working as a part of a group.
- An opportunity to learn more about the NHS, GP Practices, and other ways to use their skills as a patient representative.

What does the practice get out of having a patient group?

- Understanding their patient experiences and views, thus contributing to more satisfied patients and better run services.
- A patient group suggesting simple solutions that may not have been explored before.
- PPGs can encourage health education activities amongst patients.
- A successful PPG can drive in additional income; this can contribute to developing services that will benefit patients and help to maintain the PPG itself.

Example of a PPG Activity Timeline

