

Thurleigh Road Patients' Group

Terms of Reference 2024

The Group shall be called the Thurleigh Road Patients' Group (TRPG).

1. Aims of the Patient Participation Group (PPG) referred to as TRPG

- 1.1 To facilitate good relations between the GP Practice (referred to as the 'Practice') and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the Practice to improve services and facilities for patients and to act as a sounding board for Practice staff on issues affecting patients.
- 1.3 To build two-way communication and co-operation between the Practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the Practice and influence local provision of health and social care.
- 1.5 if agreed by the group, to raise funds for the Practice to assist in the purchase of additional equipment and services for the benefit of patients.
- 1.6 The Group should not be used as a forum for personal agendas or individual complaints. These should be taken forward through other appropriate channels.

2. TRPG Structure and Membership

- 2.1 Membership of the TRPG shall be open to all registered patients. Membership aims to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 2.2 All registered patients of the practice are automatically members of the TRPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the TRPG.
- 2.3 The TRPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act 2010.
- 2.4 The carer of a patient registered with the Practice can be a member of the TRPG even if he or she is not a patient at the practice.

TRPG and TRPG Committee

- 2.5 The TRPG shall elect officers from among the members of the TRPG and they will be known as the TRPG committee. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting.

3. Management of the TRPG

- a) The TRPG shall meet face to face no fewer than four times a year. The TRPG committee may meet more regularly for planning purposes and liaison with the Practice staff as needed.
- b) The TRPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the TRPG.
- c) Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.
- d) The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the TRPG and be sent to members of TRPG and posted on the Practice website.
- e) The Treasurer shall be responsible for all income and expenditure affecting the organisation and for the presentation of accounts at the Annual General Meeting.

4. Annual General Meeting

- 4.1 The Chair of the TRPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and time shall be published at least one month prior to the meeting on the surgery website.
- 4.2 Any specific “officer” posts of the TRPG Committee will become vacant on an annual basis with the option of self /other nomination for the positions and a process of voting.

5. Confidentiality

All members of the TRPG must be made aware of the need to maintain absolute patient confidentiality at all times.

6. Code of Conduct

All TRPG members must abide by the Code of Conduct shown at Appendix 1.

7. Activities of the TRPG

As required in the GP Contract 2015/16 sections 5.2.1 to 5.2.6, the TRPG will:

- a) Make reasonable efforts during each financial year to review its membership to ensure that it is representative of the registered patients in the Practice.
- b) Obtain the views of patients who have attended the Practice about the services delivered by the Practice and obtain feedback from its registered patients about those services.
- c) Review any feedback received about the services delivered by the Practice with Practice staff and relevant members of the TRPG with a view to agreeing the improvements (if any) to be made to those services.
- d) Contribute to decision-making at the Practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the Practice.
- e) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary, also helping patients to understand the Practice viewpoint.
- f) Communicate information which may promote or assist with health or social care.
- g) Explore overarching ideas and issues identified in patient surveys.
- h) Maintain a TRPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box).
- i) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

Appendix 1

TRPG Code of Conduct

The TRPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act 2010.

All Members of the TRPG make this commitment:

- A. To respect practice and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C. To be open and flexible and to listen and support each other.

- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E. Not to use the TRPG as a forum for personal agendas or individual complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected