

Patient Participation Group (PPG)



Membership Agreement



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1 Membership Agreement

This Membership Agreement is to be signed by each member of the PPG. The Chair of the PPG will hold an electronic copy of the signed WDH PPG Membership Agreement of every PPG member.

Name:

Email (if you have one):

Contact telephone number:

Residential postal address (inc Postcode):

I confirm that I meet the criteria for membership of the PPG:

- I am a patient of Watership Down Health
- I live within the Practice Boundary and have provided proof of address to the WDH PPG Chair.

I have read, understood and agree to abide by the following documents relating to the operation of the WDH PPG:

- Terms of Reference
- Code of Conduct
- Confidentiality Agreement
- Data Protection Policy
- Data Protection Procedures for PPG members

I agree to my email address and telephone number being shared between all WDH PPG members.

Signed

PPG Member

Print name

PPG Member

Date

2 Terms of Reference

2.1 Name

The name of the group will be Watership Down Health Patient Participation Group (WDH PPG).

2.2 Aims of the PPG

To develop the relationship between the Practice and its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

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.

To build two-way communication and cooperation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

To act as a representative group to support the practice and influence local provision of health and social care.

2.3 Activities of the PPG

As required in the Standard General Medical Services (GMS) Contract, the PPG will:

- Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.
- 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.
- Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services.
- 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.
- 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.
- Communicate information which may promote or assist with health or social care.

- Explore overarching ideas and issues identified in patient surveys.
- Maintain a PPG area in the waiting room of the surgeries with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.
- Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters taken into account.
- Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- Raise patient awareness of the range of services available at the surgeries and help patients to access/use such services more effectively.

These activities will be reviewed every year in light of GMS Contract changes.

2.4 PPG Membership

Membership is open and free to all patients who are registered and living in the boundary area of the Practice. Once a patient moves outside the practice's boundary area, they will cease to be a member. However, the Practice has the right to refuse an individual membership of the PPG, if it considers it is in the best interest of the individual or the Practice.

The PPG will comprise a maximum of 20 members. The Steering Committee will encourage a cross section of representation.

The PPG will meet at least six times per year and at least four of these meetings will be face-to-face. Members of the Practice team will be invited to attend PPG meetings, as required. Should a matter for private discussion arise, the PPG may request that members of the Practice Team at the meeting leave the room.

2.5 Application Process

- Patients who are interested in joining the PPG should submit a WDH PPG Application Form (Appendix 1) to the Chair via the practice's website (<https://watershipdownhealth.com/navigator/patient-participation-group-registration/>) or via the Practice Reception. The Application Form will be reviewed by the GP Practice. The PPG Chair will undertake a short, informal, interview (either in person or by telephone) to ensure that the applicant understands the role and also to determine that they meet the PPG membership criteria. The potential member will be invited to attend a PPG meeting as an observer, in the first instance.
- It is expected that most appointments to the PPG will be made at the AGM, to coincide with existing members stepping down after completion of their Membership Period. If there are more applicants than PPG vacancies at the AGM

then there will be a vote by secret ballot. If there is a tie, the Chair of the AGM will have the deciding vote.

- Mid-year applications may be made, if there is a vacancy. In the event that applications for membership exceed the number of places available, then the PPG will prioritise applications and/or keep a waiting list of potential new members. Prioritisation may be made based on the need to diversify the group, or the need for particular experience or skills to support specific activities.
- Membership will commence on the date that a person is accepted as a PPG member and will expire on the second AGM after becoming a member.
- All PPG Members will sign the WDH PPG Membership Agreement. The Chair will hold an electronic copy of the signed WDH PPG Membership Agreement of every PPG member.

2.6 Annual General Meeting

Once in each year (month to be decided by the group,) an Annual General Meeting will be held at which any patient will be entitled to attend – this can be face to face or virtual.

The date of this meeting will be advertised not less than 21 days prior to the meeting.

Nominations for Steering Committee membership must be received by the Secretary a minimum of 14 days prior to the AGM.

Additional resolutions must be received by the Secretary at least 14 days prior to the AGM.

The meeting will receive the annual report from the Committee; appoint Committee members; make recommendations to the Committee and, when necessary, vote on proposals to amend the Terms of Reference.

2.7 Special General Meeting

A Special General Meeting will be held if not less than one third of the voting members of the current Committee request it in writing, stating the reasons, to the Chair or Secretary.

The date of the meeting will be advertised in the Practice for at least 14 days in advance and must be held within 21 days of receipt of a written request.

2.8 The Steering Committee

The Steering Committee will consist of a maximum of 9 elected members and the Practice Managers. The Annual General Meeting (AGM) will elect the Steering Committee members.

Any PPG member may nominate themselves for election to the Steering Committee at the Annual General Meeting or at other times. PPG members will be requested to write a letter to the Chair of the PPG advising how they will contribute to the work of the PPG, using the framework of the terms of reference. In the event that there are more applicants than vacancies on the Steering Committee at any one time, then PPG members can still contribute through the existing Steering Committee members.

At the AGM, the Steering Committee will elect a Chair, Vice Chair and Secretary. All members of the Steering Committee will retire after a 2 year term at the Annual General Meeting, but will be eligible to be re-elected for a further term. The roles of Chair, Vice Chair and Secretary will be for a maximum of four years for any person.

If there is a vacancy, a PPG member may be co-opted onto the Steering Committee by the PPG Chair until the AGM, when they can stand for election.

2.9 Steering Committee Meetings

The Steering Committee will meet at least six times per year. Members of the Practice team and GP partners will be encouraged to attend Steering Committee meetings. Should a matter for private discussion arise, the PPG may request that members of the Practice Team at the meeting leave the room.

Documents for consideration at meetings will be distributed at least 48 hours before meetings, except when urgent issues arise just prior to a meeting.

The Secretary will keep Minutes and a record of all decisions.

A summary of actions will be approved in draft by the Practice Business Manager/Practice Manager and PPG Chair, then sent to the PPG Steering Committee members for agreement. The summary will be uploaded onto the WDH Practice website when it has been confirmed as an accurate record by the PPG Steering Committee.

Confidentiality

- If a confidential item/s is to appear on the agenda, for clarity it should be listed simply as 'Confidential item' with no supporting information included.
- The confidential item/s will be clearly marked at the end of the agenda and be dealt with separately during the meeting.
- In publishing minutes of meetings on the Partnership website, confidential items will be removed. At the end of the minutes will be inserted 'The Committee discussed a number of confidential items'.
- Confidential minutes will be stored securely within the Partnership.
- Confidential minutes, papers and agenda items will not be made available for inspection or be copied without the determination of the Steering Committee.

2.10 Voting

All questions arising at any meeting will be decided by a simple majority of those present and entitled to vote.

The Chair of the meeting will have casting vote if there is no majority.

2.11 Quorum

One third of PPG members will form a quorum at meetings of the Committee.

2.12 Dissolution

If the Steering Committee decides at any time that on any grounds it is necessary to dissolve the committee it will call a Special General Meeting.

2.13 Alterations to the Terms of Reference

This Terms of Reference will be reviewed annually at the AGM, as a minimum.

Any proposal to alter this constitution and terms of reference must be delivered in writing to the Secretary not less than 14 days before the date of the meeting and will be publicised in advance.

An alteration will require the approval of a two thirds majority of Steering Committee members or a simple majority of those voting at the AGM.

3 Code of Conduct

The PPG 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.

All Members of the PPG make this commitment:

- To respect practice and patient confidentiality at all times.
- To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- To be open and flexible and to listen and support each other.
- To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- To prioritise meeting attendance. Any member not attending at least 65% of properly publicised meetings in any year, will automatically cease to be a member at the end of that year.
- Otherwise to abide by principles of good meeting practice, for example:
 - Reading papers in advance
 - Arriving on time
 - Switching mobile phones to silent
 - Allowing others to speak and be heard/respected
- To comply with the WDH PPG Data Protection Policy.

4 Confidentiality Agreement

During meetings of the PPG, you will not normally have access to patient information.

In the event that you do inadvertently overhear, or have sight of, information regarding patients or services, the PPG Committee and Watership Down Health, require that you keep this information strictly confidential.

All computerised, written and verbal information relating to patients, staff or the business of the practice to which PPG members may have access during the course of the PPG meetings is strictly confidential.

PPG members will not divulge any such information to any person or organisation, now or in the future.

5 Data Protection Policy

5.1 Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

5.2 Who are we?

The Watership Down Health Patient Participation Group (WDH PPG) is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

5.3 How do we process your personal data?

The WDH PPG complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To inform you of news, events and activities running under the authority of the WDH PPG and Watership Down Health;
- To enable us to provide voluntary support and services as specified in our Terms of Reference;
- To administer membership records and to manage our volunteers.

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

5.4 What is the legal basis for processing your personal data?

We will ask for explicit consent of the data subject so that we can keep you informed about news, events and activities and services and so we can process your gift aid donations. We process data if it is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement.

5.5 Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with other members of the WDH PPG in order to carry out a service to other WDH PPG

members or for purposes connected with the WDH PPG. We will only share your data with third parties outside of the WDH PPG with your consent.

5.6 How long do we keep your personal data?

We will treat your consent to hold your personal data as valid for 2 years, unless you ask to be removed from the records in the meantime.

5.7 Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which the WDH PPG holds about you
- The right to request that the WDH PPG corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for the WDH PPG to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data, (where applicable)
- The right to lodge a complaint with the Information Commissioners Office.

5.8 Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact the Chair of the Watership Down Health PPG, c/o Watership Down Health, Station Road, Overton, Hampshire RG25 3DU.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

5.9 Review

The Watership Down Health Patient Participation Group Data Protection Policy will be reviewed every 2 years.

6 Data Protection Procedures for PPG Members

PPG members will observe the Data Protection Act 2018 and the Caldicott Principles.

PPG members will not share each others' contact details with anyone outside of the PPG, or use them for anything other than WDH PPG business, without explicit consent.

When sending emails, the addresses of PPG members will only be visible to PPG members. When emails are sent to non-PPG members, the email addresses of PPG members and non-PPG members will be entered in the Bcc address line. In this way all addresses are kept confidential.

Appendix 1 –WDH PPG Application Form

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 help improve the service. The PPG meets at least six times per year.

The PPG is open to every patient on the GP practice list who lives within the practice boundary. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join. However, the Practice has the right to refuse an individual membership of the PPG, if it considers it to be in the best interest of the individual or the Practice.

If you would like to join the PPG, please complete this Application Form and submit it electronically or hand it to a Receptionist.

Name:

Email (if you have one):

Residential postal address (inc Postcode):

This additional information will help to make sure we try to speak to a representative sample of the patients registered at this practice.

Are you? Male Female

Age Group

Under 16 17–24 25–34 35–44 45–54 55–64 65–74 75–84

Over 84

Ethnic background

To help us ensure our contact list is representative of our local community, please indicate which if the following ethnic background you would most closely identify with?

White

British group Irish Gypsy or Irish traveller Other white

Mixed

White & black Caribbean White & black African White & Asian

Other mixed

Asian or Asian British

Indian Pakistani Bangladeshi Chinese Other Asian

Black or black British

Caribbean African Other black

Other ethnic group

Arab Any other

Practice attendance

How would you describe how often you come to the practice?

Regularly

Occasionally

Very rarely

Thank you.

The information you supply us with will be used lawfully, in accordance with the Data Protection Act 1988. The Data Protection Act 1988 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.