

Red House Surgery

Patient Participation Group Framework

April 2012

Preamble

This paper attempts to set out the role of the PPG, to establish responsibilities and describe the nature of the relationship with The Surgery.

It is likely that, in the early years, this paper will need to be reviewed and revised as the nature of The PPG evolves. It is hoped that these notes will be of help in getting started they are no more than an initial attempt to recognise the formal responsibilities.

Relationships (Who)

It is recognised that the main partners here are:

1. The Partners who own the practice and together with their salaried colleagues, nurses and all other staff constitute **The Surgery**;
2. The Surgery is distinct from the informal grouping of patients that are the **PPG**. Members of The Surgery are invited to attend and frequently participate in activities organised by The PPG;
3. In addition there is an association with the Red House online-Patient Representative Group (**online-PRG**).

The PPG has been established with the encouragement and assistance of The Surgery, and without that encouragement and assistance The PPG would inevitably cease in its current form. It is agreed that the relationship between The Surgery and The PPG will be best and most productive if attitudes of informality, flexibility, mutual support and respect are seen as priorities.

Purposes (What and why)

It is recognised that The PPG has several purposes; these may well evolve in time. Currently the purposes include (but are not limited to):

1. To act as a channel of communication between The Surgery and the registered patients;
2. To act as a channel of communication between the registered patients and The Surgery;
3. To set targets that The PPG could aim for in the short, medium and long term
4. When appropriate, to attempt to assist The Surgery to maintain and develop its excellent standards of service;
5. To liaise and share ideas of good practice with other local and national patient representative groups;
6. To assist The Surgery in identifying general concerns put forward by patients;
7. To organise a variety of means to provide education and disseminate information for members: for example in learning about local NHS services and proposed changes in services;

8. To identify individuals whose skills or particular experience might, on a voluntary basis, be of assistance to the running of The Surgery;
9. To assist individual patients to express particular concerns;
10. To raise funds needed to support its work;
11. To organise enjoyable meetings;
12. To help The Surgery celebrate its many achievements;
13. When requested, to assist The Surgery by participating in role-play or other forms of in-service training;
14. To liaise with the elected Surgery Patient Representative to the MK Forum and thence to MK Commissioning.

Organisation (How)

1. The PPG is responsible for determining the ways in which it organises itself.
 - 1.1. Currently its officers are: the Chairman, The Secretary and The Treasurer.
 - 1.2. Other members take responsibility for particular projects or activities and for ensuring that, from time to time, reports of these activities are brought to The PPG.
 - 1.3. Officers of the PPG are elected during the AGM, which will be held in May annually. Current officers can stand for re-election.
2. The PPG, with approval, uses resources provided by The Surgery. These include meeting rooms, refreshment facilities, mailing (and email) facilities. In particular the PPG relies heavily on the time of Surgery Staff.
3. Currently The PPG operates as a Core Group and a Main Group. The role of the core group is to arrange the agenda for the main group meeting.
4. In addition The PPG, usually through the work of individual or small groups of members, undertakes, or is associated with, a variety of tasks or projects these include:
 - 4.1. Fund-raising;
 - 4.2. Editing, printing and distributing a newsletter;
 - 4.3. Liaising with groups such as the MK Bones osteoporosis group;
 - 4.4. Liaising with and assisting with running The Red House online-Patient Representative Group;
 - 4.5. Organising speakers;
 - 4.6. All of the secretarial tasks associated with the production of minutes of meetings, preparing reports and agendas.
5. It is anticipated that these activities will develop and possibly increase in time.
6. It is recognised that any activities, projects, publications, web-sites or other event that may come to the attention of the wider public could reflect on the reputation, prestige, professionalism or professional competence of The Practice. In view of this, as a matter of courtesy, The PPG will always ensure that The Surgery will be given an opportunity to comment on anything created by The PPG before it goes public.