

## Notes from Patient Participation Group (PPG) Meeting

**Date:** Wednesday, 30<sup>th</sup> July 2025

**Location:** Downstairs Waiting Room, Fremington Medical Centre

**Time:** 5.30pm – 6.30pm

**Present:** Kate Graddock (KG) – Practice Manager, Julie Adnams Hatch (JAH) – Chairperson and 5 patient members. Dr Moody attended for a short period.

KG welcomed everyone to the meeting and thanked them for attending. She explained that the hope is to encourage new members to the PPG so there is a representative voice from patients.

It was an open Agenda for the first meeting and the following items were discussed:

### **Advertisement:**

One patient felt that the meeting and anything with PPG has been poorly advertised and that they hadn't seen it on Facebook. KG assured them that it was posted on Facebook as she had done this herself but also asked for it to be regularly posted by the team member responsible for social media. It was also posted in each waiting room. They felt it could have been posted on local pages on FB, but KG also suggested that any members can share posts etc and it is also important for them to help spread the word with other parishioners. JAH suggested attending the long mum and baby groups. In addition, it appeared that Reception was not aware that there was a PPG meeting – All staff were informed and posters up, so KG will speak to the Reception Manager to ensure that everyone is aware.

### **New Policy:**

All patients were circulated a new Policy (attached as Appendix 1) and asked to sign. KG will also add this to the website:

Action	By whom
<b>PPG Policy be approved and all members sign and return to KG</b>	<b>Patient members.</b>

### **PPG WhatsApp Group:**

KG was unsure of the rules around whether this would be appropriate, but some members felt this would help with communication between members.

Action	By whom
<b>Find out whether this can be completed and bring to the next meeting.</b>	<b>Kate Graddock</b>

### **Staff rotation at meetings:**

JAH felt that it was important for the various staff and departments to attend meetings so they can be aware of what the PPG is and any feedback and the PPG to meet any new staff. KG felt this would need to be managed appropriately as not all staff would feel comfortable attending this setting. All staff will be sent the agenda and can attend if they would like but she would perhaps ask the GP's and Line Managers to attend in rotation.

Action	By whom
<b>Rota for staff to attend PPG meetings.</b>	<b>Kate Graddock</b>

**New System:**

All felt the new system was working well and response times were effective. NM thanked KG for her work in managing the implementation of the system and that it had taken a great deal of time.

**New Chairperson and Secretary:**

All Agreed for Julie Adnams Hatch to continue as Chairperson.

No patients wished to be secretary. KG said she would do this for a period of time (around 3 meetings) but someone would need to take this on at that point.

Action	By whom
Find a secretary for the PPG	All Patient members.

**Meeting frequency:**

All agreed for quarterly meetings and any further meetings can be called as and when needed.

**Location and time of meetings going forward:**

Agreed to continue with Medical Centre waiting room. 5.30pm – 6.30pm on Wednesdays. One patient asked why there was not a more private room, but KG informed them that the lift was adequate for all types of wheelchairs/scooters and that the meeting needed to be accessible, and the only other option is a meeting room upstairs. Discussion on whether to use the Parish Church Hall but agreed for the moment to continue with downstairs waiting room and discuss further if more members attend in the future.

Discussion as to whether A5 laminated posters could be put on chairs. KG will check IPC but expect they will need to be cleaned regularly as poorly patients visiting reception/waiting rooms.

KG suggested the PPG attending the Vaccination days with a table and leaflets to advertise. This wouldn't be something that Kate or her staff could do, but the PPG are welcome to take this on.

Action	By whom
Purchase an A Board to advertise the PPG meetings within the reception area more prominently.	Kate Graddock
Check IPC on whether A5 posters can be left on seats.	Kate Graddock

**Wellbeing Club:**

All patients wished for the Wellbeing Club to be resurrected. KG also informed them that this is something that she is looking at for the Practices aspirations in the 3-year business plan.

Action	By whom
Compile a list of topics that can be presented by internal staff and bring to the next meeting.	Kate Graddock

**Date of next meeting: Wednesday, 1<sup>st</sup> October 2025 at 5.30pm at Fremington Medical Centre.**

# Patient Participation Group Policy

Version	Edited by	Date issued	Next review date
1	K Graddock	July 2025	July 2027

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## Introduction

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### Policy statement

The Patient Participation Group (PPG) has a key role to play at this organisation as it helps to ensure that patients and carers can influence local services. All staff must understand the purpose of the PPG, who the PPG organisation lead is and be able to explain to patients how they can become involved with the PPG.

This policy is to be read in conjunction with [CQC GP mythbuster 108: Involving and engaging with the patient population and local communities](#).

### Status

In accordance with the [Equality Act 2010](#), we have considered how provisions within this policy might impact on different groups and individuals. This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time. They apply to all employees and contractors working for the organisation.

## PPG overview

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### Purpose

This organisation's PPG meets on a regular basis and their role includes:

- Working with the organisation while helping to ensure that patients and carers can influence their local healthcare services
- Being a critical friend to the organisation
- Advising the organisation on patient perspective and providing an insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the organisation
- Organising health promotion events and improving health literacy
- Regular communication with the patient population

Additional guidance can be sought from the [National Association for Patient Participation \(N.A.P.P.\)](#)

### Structure

The organisation's PPG committee will comprise of the following:

- Chairperson
- Vice chairperson (if appointed)
- Treasurer (if required)
- Organisation representative

Additional positions may be created at the AGM if proposals are made. The committee are members of the PPG, selected by members of the PPG. The group will not exceed 20 members, who may be part of face-to-face or virtual groups, and must be a registered patient at this organisation. Should an individual cease to be a registered patient, they will no longer be a member of the PPG. Job descriptions for committee positions are at [Annex A](#) along with a PPG charter at [Annex B](#).

### Membership

The PPG consists of a representative sample of the organisation population. To become a member of the PPG, the applicant must:

- Be a registered patient or a carer of a registered patient
- Remain objective, contributing to group discussions appropriately with the patient at the forefront of their mind
- Work in a collaborative manner with all group members
- Declare any potential conflicts of interests
- Listen to the views of group members
- Adhere to the terms of reference for PPG members
- Commit to upholding [The Seven Principles of Public Life](#)

Ordinarily, membership will be for an initial term of three years and is not restricted to those patients or carers who can attend face-to-face meetings. Members can contribute to discussions via the organisation's virtual PPG. The personal details of PPG members will be stored electronically and in accordance with data protection guidelines.

## Meetings

PPG meetings take place regularly and an agenda will be emailed to members by the secretary prior to the meeting, which will be in the following format:

Item no	Item	Lead
1	Welcome and apologies (for non-attendance)	
2	Approval of the minutes of the previous meeting (to be proposed and seconded)	
3	Matters arising from the last meeting	
4	Items for discussion (consider new members, local and national initiatives etc. and limit time)	
5	Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments)	
6	Location, date and time of next meeting	

## Role of PPG members

The organisation will encourage PPG members to:

- Liaise with patients and carers, discussing concerns and comments pertinent to the services at this organisation
- Champion the PPG, actively engaging with the patient population and local community
- Attend and contribute to meetings, sending apologies in advance to the secretary in cases of known absence
- Remain polite and objective throughout meetings, listening to and respecting other members
- Be constructive and balanced when contributing to PPG meetings
- Represent the patient population effectively, expressing the views of the population in an objective manner
- Undertake any training and development opportunities that may arise for the benefit of the PPG

A Confidentiality Policy and Declaration Agreement for PPG members can be found at [Annex C](#).

The Patients Association has produced a [PPG checklist](#) which can be used to review the current structure and effectiveness of the PPG before formulating an action plan to improve if necessary.

### Contact with PPG members

To be compliant with the Data Protection Act 2018 (DPA 2018) which incorporates the UK General Data Protection Regulation (UK GDPR), all members are required to give their consent for the organisation and key personnel to hold information about PPG members; this will be limited to name, address and contact details. For detailed information, see the organisation's Patient Participation Group – UK GDPR Email Policy.

### Additional resources

Further guidance on PPGs can be sought from [The Patients Association](#) or [Healthwatch](#). The organisation has a PPG presentation that can be shown to prospective members or interested individuals.

## Annex A – Job descriptions for PPG positions

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The following key members will have the roles, duties and responsibilities indicated.

### **1. Chairperson/Vice Chairperson (if appointed)**

#### **Appointment/Role**

- The Chairperson will be elected by the PPG members to serve for a period of 12 months from the date of the AGM as the first item on the agenda and may stand for re-election
- If the Chairperson wishes to terminate their role before their elected time has concluded, they are to inform the PPG Secretary, copying in the Practice/Organisation Manager, in writing (an email will suffice)
- Any election will take place by a show of hands from those present at the meeting
- Nominations for the post of Chairperson must be supported by a proposer and a seconder at the meeting
- In the absence of the Chairperson, one of the other PPG members will be invited to chair the meeting
- The role of the Chairperson is to ensure that PPG meetings are conducted in accordance with the PPG's terms of reference

#### **Duties and responsibilities**

Duties and responsibilities may include but not be limited to:

- Setting the agenda in conjunction with the organisation and the PPG Secretary
- Welcoming new members and making introductions
- Introducing speakers
- Ensuring that the timing of the agenda is maintained
- Ensuring that each member has an opportunity to speak and controlling the meeting
- Ensuring that contributions will always be non-political and non-sectarian, respecting diversity and exemplifying the PPG's commitment to the principles contained within the [Equality Act 2010](#)
- Ensuring that meetings are conducted in an orderly manner and the ruling of the Chairperson is final on such matters

#### **Qualities**

It is desirable that the qualities of a good Chairperson should include:

- Previous experience in the role of Chairperson
- Leadership skills
- Assertiveness
- Being respected and active in the community
- Good at networking
- Diplomacy, tact and consideration for others

## **2. Secretary**

### **Appointment/Role**

- The Secretary will be elected by the PPG members to serve for a period of 12 months from the AGM as the first item on the agenda and may stand for re-election
- If the Secretary wishes to terminate their role before their elected time has concluded, they are to inform the PPG Chairperson, copying in the Practice/Organisation Manager, in writing (an email will suffice)
- Any election will take place by a show of hands from those present at the meeting. In the event of a tie, the Chairperson will have the deciding vote
- Nominations for the post of Secretary must be supported by a proposer and a seconder at the meeting
- In the absence of the Secretary, one of the other PPG members will be invited to act as secretary to the meeting
- The role of the Secretary is to assist the Chairperson in ensuring that PPG meetings are conducted in accordance with the PPG's terms of reference

### **Duties and responsibilities**

Duties and responsibilities may include but not be limited to:

- Deputising for the Chairperson or Vice Chairperson at meetings in the event of them being unable to attend or resigning. This may continue until a replacement is elected
- Upholding the PPG's terms of reference
- Working with the PPG Chairperson and appropriate organisation staff to ensure relevant PPG documentation is circulated to PPG members in a timely and appropriate fashion prior to any PPG meeting in accordance with the PPG's terms of reference
- Working with the PPG Chairperson and relevant organisation staff to review all PPG documentation (e.g., meeting minutes and reports) to ensure that this is accurate and appropriately reflects the work of the PPG and that these are, where appropriate, displayed prominently on a notice board in the organisation and on the organisation's website
- With the assistance of the Practice Manager, providing an email address whereby patients can contact the Secretary to raise matters of importance. When patients contact the Secretary, he/she will subsequently discuss this with the PPG Chairperson and they will collectively agree the appropriate course of action
- Ensuring that the PPG letterbox, which is positioned in the Main Reception is emptied once a month and that any correspondence is brought to the attention of the Chairperson and, where appropriate, to the attention of PPG members at the next meeting
- Providing a brief induction to all new PPG group members (e.g., an explanation of how the PPG works and ensuring the new member signs the relevant paperwork)

### **Qualities**

It is desirable that the qualities of a good Secretary include:

- Previous experience in the role of Secretary
- Well organised
- Good at note taking
- Punctual
- Ability to write clearly and concisely with a good command of the English language
- Good IT skills

### **3. Treasurer (only required if the PPG is involved in fund raising activities)**

#### **Appointment and role**

- The Treasurer will be elected by the PPG members to serve for a period of 12 months from the AGM as the first item on the agenda and may stand for re-election
- It is expected that the Treasurer will have an accounting qualification and/or considerable experience of bookkeeping and accounting
- If the Treasurer wishes to terminate their role before their elected time has concluded, they are to inform the PPG Chairperson, copying in the Practice/Organisation Manager, in writing (an email will suffice)
- Any election will take place by a show of hands from those present at the meeting. In the event of a tie, the Chairperson will have the deciding vote
- Nominations for the post of Treasurer must be supported by a proposer and a seconder at the meeting
- In the absence of the Treasurer, one of the other PPG members will be invited to stand in for the Treasurer at any PPG meeting
- The role of the Treasurer is to assist the Chairperson in ensuring that the finances of the PPG are properly accounted for and all receipts and payments are made in accordance with the PPG's terms of reference

#### **Duties and responsibilities**

Duties and responsibilities may include but not be limited to:

- Ensuring all PPG financial transactions are properly recorded in manual or electronic form
- Ensuring all transactions are supported by the appropriate and relevant purchase order, invoice or receipt
- Ensuring bank statements are reconciled monthly and that the account is kept up to date and presented to the PPG meeting for scrutiny as a standing agenda item
- Ensuring petty cash is properly accounted for and that receipts and payments are signed by the recipient or payee
- Ensuring any cheques are banked promptly
- Ensuring PPG accounts are audited independently at least once a year and when handing over to a successor

#### **Qualities**

The desirable qualities that a good Treasurer should possess are:

- An accounting qualification
- Well organised and numerate
- Good IT skills are desirable

### **4. The organisation representative**

The organisation will provide a representative to the PPG whose role and responsibilities will be:

- To support the Chairperson and other PPG members
- To provide inductions for the PPG so all can fully understand their roles and responsibilities
- To provide introductions at the first PPG meeting

## Annex B – Charter

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### The Patient Participation Group Charter

#### 1. Group structure

- 1.1 Fremington Medical Centre PPG will consist of no more than 20 members drawn from the patient population at this organisation. Any member who leaves the organisation as a patient ceases to be a member of the group immediately.
- 1.2 The group will be comprised of officers and patients of the organisation with the following committee positions:
  - Chairperson
  - Secretary
  - Treasurer (if required)
  - Organisation representative

Other positions may be added as deemed appropriate at the Annual General Meeting.

#### 2. Meeting frequency and attendance

- 2.1 The PPG will meet on a quarterly basis; meetings must have in attendance at least three members if they are deemed to be quorate. To maintain momentum within the PPG, any members who fail to attend 3 meetings consecutively will be asked if they wish to continue to actively participate in the group. If not, they will be asked to resign.
- 2.3 Members are requested to adhere to the following etiquette:
  - Submit apologies for non-attendance prior to the meeting
  - Be punctual
  - Be willing to voice opinions and contribute to discussions
  - Be able to attend meetings regularly
  - Promote the PPG
  - Read agendas and papers in advance of meetings
  - Be polite, objective and constructive in discussions and be aware of the Equality Act 2010 in those discussions
  - Be proactive and positive to both the PPG and the organisation
  - Be prepared to lead on agenda items
  - Be polite and respect the views of others
  - Turn off their mobile phone unless needed in an emergency
  - Acknowledge the vote of the majority and, should the vote be tied, that the Chairperson may exercise the casting vote (optional)

#### 3. Face to face and virtual PPG

- 3.1 This organisation will operate a face to face and virtual PPG. Both are intrinsically linked and members of both groups will adhere to these terms of reference and sign the PPG Confidentiality and Declaration Agreement as detailed at [Annex C](#).

#### 4. Aims of the PPG

- 4.1 The aim of the PPG is to establish and embed an effective relationship between the organisation team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.
- 4.2 The PPG will work collaboratively with the organisation, on behalf of the patient population, ensuring the services of the organisation meet the needs and wishes of the patient group.
- 4.3 The organisation agrees to work collaboratively with the PPG on behalf of the patient population ensuring the members listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.
- 4.4 PPG members will act as the information conduit between the organisation and the patient population and the wider community, ensuring that all parties are aware of any issues or initiatives which affect or are likely to affect patients.

## **5. Specific activities**

- 5.1 The PPG will obtain feedback from the patient population about the services delivered by the organisation. Members will review the feedback, informing organisation staff accordingly and identifying areas for improvement. This information will then be relayed to the patient population.
- 5.2 The PPG will promote the organisation at every opportunity, helping the community to understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.
- 5.3 The PPG will maintain a prominent presence online and within the organisation such as displaying pertinent information within the patient waiting areas. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the organisation.
- 5.4 The PPG will be involved in all areas of organisation development, relaying patient feedback and/or concerns and promoting organisation and ICB led health initiatives wherever possible.
- 5.6 The PPG will liaise effectively with organisation staff, sharing information regarding issues that may affect both patients and staff while relaying issues identified by staff in order to improve service provision or raise patient awareness.

## **6. Committee responsibilities**

- 6.1 In addition to the above, the Chairperson is responsible for:
  - Ensuring meetings are held on a regular basis
  - Facilitating the AGM
  - Ensuring all committee and group members adhere to the terms of reference
- 6.2 The Vice Chairperson is responsible for:
  - Supporting the Chairperson throughout his or her tenure
  - Deputising for the Chairperson in periods of absence
  - Ensuring committee members are aware of their roles and responsibilities

6.3 The Secretary is responsible for:

- Producing the agenda at least one week prior to the quarterly meetings
- Taking and issuing the minutes of the quarterly meetings
- Retaining a record of all decisions made at meetings
- Retaining all PPG meeting administration effectively and securely

## 7. Signatures

**Signed on behalf of the organisation**

<b>Signature</b>	
<b>Print full name</b>	
<b>Date</b>	

**Signed by the PPG Chairperson**

<b>Signature</b>	
<b>Print full name</b>	
<b>Date</b>	

## Annex C – PPG confidentiality and declaration agreement

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### Fremington Medical Centre Patient Participation Group

#### Confidentiality

All information held at the organisation is deemed confidential and this includes hard copy and electronic formats. Volunteers have no direct access to confidential information held by the organisation. This particularly relates to patient identifiable information.

Access to patient information can only be sought if the patient is agreeable to this. In these instances, written permission must be given by the patient.

Should a volunteer overhear confidential information when volunteering as an active PPG member, the Practice/Organisation Manager must be notified at the earliest opportunity. The matter must not be disclosed to any other person or parties.

#### Definitions

- Confidentiality is a set of rules that limits access or places restrictions on the use of certain types of information. It is usually executed through confidentiality agreements and policies
- Safeguarding means protecting a citizen's health, wellbeing and human rights enabling them to live free from harm, abuse and neglect

#### Induction of PPG members

All members of the PPG will be provided with an induction by the Chairperson. The induction will include this confidentiality policy and will reiterate its importance to both patients and staff.

The PPG member will also be briefed on the PPG confidentiality policy which outlines the key responsibilities of the group. The Chairperson will ensure that the PPG member is committed to agreeing to this policy and understands the confidentiality guidelines.

The PPG member will be briefed on the consequences of breaking this policy and be made aware of the legal implications of breaking the [Data Protection Act 2018](#).

#### Responsibilities

Safeguarding issues are to be reported immediately to the Practice/Organisation Manager.

All information relating to organisation staff and patients is considered to be confidential. This includes verbal, documented and electronically stored information and data.

Any unauthorised disclosure will be considered to be a breach of confidentiality. This will result in disqualification from volunteer status and may involve law enforcement if deemed appropriate.

#### Confidentiality guidelines for PPG members

Activities in relation to your work in the PPG should be discussed only with authorised staff. This should be on a 'need to know' basis. These discussions will be held with the utmost of discretion and in a private setting. Confidential information should never be discussed in public. This includes public meetings.

Requesting information from a patient in the waiting room should be discreet and, if in doubt, speak to the Practice/Organisation Manager about obtaining a private room.

Patients should be given privacy to complete questionnaires to ensure that their answers are held with discretion. Questionnaires should be in the custody of and accountable to the PPG member once complete.

When using electronic devices, care should be taken to ensure that other conversations within the organisation cannot be accidentally transmitted at the same time.

Ensure that passwords and logins for authorised computer systems are protected at all times. Do not use private computer devices to store organisation, patient or staff data and ensure that confidential waste is disposed of in the most appropriate manner.

For the avoidance of doubt, contact the Practice/Organisation Manager for details.

PPG members will not:

- Behave contrary to the guidelines/best practice stated above
- Disclose confidential information to any unauthorised persons
- Copy confidential information for any unauthorised use or reason
- Remove confidential information from the organisation premises
- Take custody of confidential information when not authorised to do so

## **Summary**

This policy applies to all volunteer members of the PPG at this organisation. Volunteers are considered to be individuals who are not employed by the organisation and have no contractual responsibilities.

## **Signatures**

I confirm that I have briefed the PPG member signed below in accordance with the Confidentiality Policy and Declaration Agreement for Volunteers.

**Signed on behalf of Fremington Medical Centre**

<b>Signature</b>	
<b>Print full name</b>	
<b>Date</b>	

I agree to adhere to the PPG Confidentiality and Declaration Agreement.

**Signed by the PPG member:**

<b>Signature</b>	
<b>Print full name</b>	
<b>Date</b>	