**St Luke’s Primary Health Care Patient Participation Group (PPG)**

CONSTITUTION

The group shall be called St Luke’s Primary Care Centre Patient Participation Group (PPG)

AIMS

a) To provide a link between practice staff and their patients.

b) Give patients a voice in the organisation of their care.

c) Provide two-way feedback to the practice about patient needs, concerns and interests about any information which may affect their healthcare.

d) Act as a ‘critical friend’ that can be consulted on service, development and provision.

e) Assist the practice by arranging voluntary groups or support within the community.

f) Encourage and support Health Education activities within the practice and promote preventative medicine.

g) Liaise with other local PPG’s and be represented at meetings of Northampton Patient Engagement Group Meeting.

h) We will not act as a forum for discussion of personal or health related complaints against the practice.

MEMBERSHIP

1. People who are 16 and over and are registered at St. Luke’s Primary Care Centre can become a member.
2. Members should have an interest in assisting the group to achieve its aim and is willing to adhere to the rules of the group.
3. It shall be the responsibility of the Chair to Chair all meetings or to designate a Deputy in his/her absence.
4. All members shall be given at least 14 days’ notice of when a meeting is due to take place, unless it is deemed as an emergency.
5. Membership is ongoing and the membership list is looked at annually. If there has been no contact from a member for one year then their contact details will be deleted and their membership will cease to exist.
6. Any member of the group may resign his/her membership by providing the Chair or Secretary with written notice.
7. Data from members will only be used to assist the PPG to have a diverse membership of the group that represents as much as possible the practice population. Members may opt out of data usage.
8. The membership of any member may be terminated for good reasons by the Officers. Members have the right to appeal via an independent adjudicator determined by mutual agreement of the Officers.

MANAGEMENT

1. The Group shall be administered by Officers and the quorum of members for this meeting is 5.
2. There should be a minimum of two members of the practice in attendance.
3. The Officers shall be the Chair, Deputy Chair, Secretary, and any additional Officers the Group deem necessary at the meeting to carry out any activities.
4. Officers will be elected for a period of up to one year but may be re-elected at the PPG AGM.
5. The PPG may appoint another member to fill a vacancy.
6. Voting at PPG meetings shall be by a show of hands. If there is a tied vote then the Chair should have a second vote.
7. Meetings shall enable the Group to discuss actions and monitor progress to date and to consider future developments.
8. Every effort will be made to ensure that membership of the PPG reflects a cross section of the patient group as a whole and without discrimination.
9. All PPG meetings will be held at St. Luke’s Primary Care Centre. In addition to the bi-monthly meetings, the Officers may decide to hold interim meetings which will be used to progress plans and proposals in line with the PPG aims and to consider its responses to practice initiatives.
10. Minutes of the meetings are available to all PPG members and Reference Group members and are freely available on the practice website.
11. All members will focus on Practice related issues discussed in open, honest and constructive debate.

FINANCE

1. Any money obtained shall be used by the PPG
2. Any bank accounts opened shall be in the name of the PPG
3. Any cheques issued should be signed by two from the Chair, Deputy Chair and Secretary
4. Any income/ expenditure shall be the responsibility of the Officers who will be accountable to ensure funds are utilised effectively and that the Group stays within budget.
5. The accounts may be seen by anybody on request
6. Members cannot receive any money from the Group, except to refund reasonable out of pocket expenses.
7. An annual financial report shall be presented at the AGM
8. The PPG’s accounting year shall run from November-November

AGM

1. The PPG shall hold an AGM in the month of November
2. All members shall be given at least 14 days’ notice of the AGM. The quorum for the AGM shall be 5 members.
3. The business of the AGM shall include receiving reports from the Officers of the activities of the PPG over the year, electing new Officers and considering any other matters as may be decided.
4. To consider and vote on any proposals to alter the Constitution
5. To consider any other business of which due notice has been given.

ALTERATIONS TO THE CONSTITUTION

Any changes to the Constitution must be agreed by at least two thirds of those members present.

DISSOLUTION

If the Officers consider it necessary for the PPG to be wound up they must call a General Meeting and it must be agreed by two thirds of members present. On dissolution of the PPG, all surplus assets will be transferred to St. Luke’s Primary Care Centre and used at the discretion of Partners for the benefit of patients.

This Constitution was adopted at a PPG meeting on July 10th 2018 at St. Luke’s Primary Care Centre and will be ratified at the next AGM.

Signed: CHAIR: Date:

DEPUTY CHAIR:

SECRETARY:

CODE OF CONDUCT

1. Members are required to declare any interest that may conflict with their role in the Group
2. All members will be contacted in advance and invited to raise items to be placed on the agenda.
3. Members should send apologies if unable to attend a meeting.
4. Only one person to speak at a time.
5. Treat each other with respect even if you do not agree with things that are being said.
6. Challenge politely
7. Mobile phones to be switched to silent mode/off
8. Discussions should stick to the agenda
9. Meetings are not to talk about individuals or politics but Practice related issues.
10. Everyone must respect confidentiality dealing with sensitive and privileged information and will not discuss these outside of the meeting.
11. If someone is disruptive or uncooperative, they can be asked to leave the meeting.
12. If someone can no longer commit to the PPG, they must inform the PPG by contacting the Chair or Secretary.
13. Minutes will be taken at each meeting and shared with all members and they will be available on the Surgery website.
14. Members who do not have access to email should be sent information by post.