

Clarendon Lodge Medical Practice  
Leamington Spa  
Warwickshire

# Patients Group Constitution

March 2013

amended January 2014

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## **Membership**

Membership of the patients group shall be open to all current registered patients and all medical partners and staff of Clarendon Lodge Medical Practice.

There will be three categories of membership:-

### **Core Group**

A core group of up to 15 people – ideally made up of 12 patients and up to 3 practice staff<sup>1</sup>. This group shall have an elected chair chosen from the patient group and shall agree to meet on a regular basis and carry out specific activities related to a work plan. (*see note below*)

### **Reference Group**

An unlimited number of patients, including carers, from a range of age groups who are willing to assist the core group in determining a variety of patient issues. It is not expected that members of this group would attend core group meetings unless requested. The reference group would contribute virtually through e mail or by post and be fully representative of the total patient group. The core group will ensure that this group has the opportunity to meet from time to time and is kept informed of developments/activities through newsletters /bulletins.

### **Associate Group**

Local organisations and health bodies, both voluntary and formal, that have an interest in patient care at the Clarendon Lodge medical practice and would be willing to offer views about the practice or promoting its work.

For example – pharmacies, sheltered housing units, residential care homes, Age Concern, playgroups, schools and religious organisations.

Publicity material concerning the Practice such as posters and leaflets to be made available to this group.

### **Name of the group**

The group shall be known formally as **The Clarendon Lodge Medical Practice Patients Participation Group (CLMPPPG) or CLMPPG (shortened version)**

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<sup>1</sup>Although 15 is the ideal maximum number for a constructive meeting we intend to be flexible if other patients request to join the core group and can make a positive contribution.

## **The Purpose of the Group**

The group will actively assist the Practice in improving the experience of patients using Clarendon Lodge surgery, ensuring and protecting the high standard of care already being offered.

The group will also act as a representative group to directly influence the local provision of health and social care.

### **The Purpose of the Group will be achieved within the following Terms of Reference and managed by the Core Group**

#### **Short term**

1. Act as a forum for the discussion of patient views and suggestions.
2. Consult with the practice on service development.
3. Contribute to and be kept informed of relevant Practice decisions re patient services.
4. Ensure patient information and advice is readily available and clear.
5. Represent Practice patients on forums concerned with the local provision of health and social care
6. Keep up to date with Practice policies relating to the CCG and express views on behalf of Patients
7. Ensure a wide patient representation and views through developing the reference group
8. Develop a range of techniques for communicating with patients – e-mail, twitter, facebook.
9. Actively engage with local community agencies and services.
10. Provide helpful feedback to the Practice on patients' needs, concerns and interests
11. Monitor and comment on action taken by the Practice in response to patient issues and concerns.
12. Liaise with other Patient Participation Groups within the area.
13. Ensure patients have a voice in the organisation of their care.
14. Assist the Practice in ensuring the reception areas are patient friendly
15. Assist patients to understand practice facilities – booking appointments, waiting areas, toilets etc.
16. Assist the Practice in ensuring the website is user friendly and informative
17. Advise the Practice on physical access to the surgery particularly by patients with disabilities
18. Produce a regular newsletter to inform members of the work of the practice and the group

#### **Long term**

Advise on and support activities to promote healthy lifestyle choices

Monitor services such as hospital discharge and community support

Fund-raise for medical equipment or other facilities to improve patient experience within the Practice.

## **Core Group Meetings**

1. Meetings shall be held 8 times a year. Frequency between meetings to be determined on an annual basis
2. Meetings will consist of 15 members including up to 3 Practice members.
3. Practice members to attend up to 6 meetings per year.
4. Other members may be co-opted as required
5. Meetings shall last for one and a half hours and be held on CLMP premises
6. The elected chair will develop the agenda and manage the meetings.
7. The agenda will be informed by the patient members with input from the Practice
8. In the unavoidable absence of the chair another member will deputise
9. A notetaker will take the minutes
10. Meetings shall be quorate when 5 patient members and one Practice member are present.<sup>2</sup>
11. A patient member will be deemed to have left the group by a non-attendance at three consecutive meetings without a satisfactory written explanation.
12. Meetings shall be guided by the meeting Code of Conduct (*see page 8*)
13. Voting will be held if a decision required. Simple majority will count with Chair having casting vote if necessary.
14. An annual review in January will be held to receive Chair's report and determine re-election.
15. Terms of reference will be reviewed at the Review meeting.
16. Special or extraordinary meetings may be called at the Chair's discretion.

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<sup>2</sup> During Patient only meetings - 5 members including an elected member will constitute a quorate  
During full meetings - as above, but with a least one Practice member

## **Chair – role and responsibilities**

1. The chair shall manage the core group meeting
2. Ensure the meeting is carried out according to the Code of Conduct.
3. Prepare all agenda items in conjunction with the Practice and send out one week before the meeting
4. Ensure draft meeting minutes are sent out within two weeks
5. Keep strictly to meeting times as specified
6. Ensure all members have their say in a fair manner
7. Liaise with the Practice Manager between meetings as appropriate
8. Provide an Annual Review Report on the groups activity
9. Represent the group or ensure representation at local or national level
10. Attend Practice meetings as appropriate
11. Liaise with other PPG chairs locally
12. Arrange for extra meetings with or without practice members as appropriate
13. Keep an up to date membership list
14. Act as first port of call for all member enquiries, membership requests and all other associated queries.
15. Ensure dates of meetings are publicised well in advance
16. Liaise with invited speakers and guests ensuring they are fully informed about dates and times.

## **The Practice – role and responsibility**

1. The practice will support the core group by ensuring that up to three members of staff attend meetings
2. Agree to develop a partnership approach with the group
3. Ensure that as far as possible a GP and the Practice Manager attend meetings
4. Provide a suitable meeting area for the group
5. Ensure the chair and secretary of the group have access to nominated Practice staff outside of core group meetings
6. Support the group members with regard to reasonable travel and other expenses connected with core group business with the agreement of the Practice Manger
7. Ensure the group remains a member of NAPP – National Association of Patient Participation
8. Provide administrative and communication support as necessary – printing, post, fliers etc.
9. Encourage practice staff – nurses, GP's and administrative to attend meetings where appropriate.
10. Ensure that the Practice staff and patients are informed about the group and its purpose
11. Ensure that patients wishing to join the group are put in touch with the chair of the group.
12. Provide core group members with suitable ID badges.
13. Provide feedback/action taken on patient concerns as identified by the group
14. Contribute to the agenda items.
15. Provide website support
16. Allow members regular access to the practice for meeting with patients and staff and assisting with information to patients.
17. Ensure the group has the general available statistical data on patients, particularly those that may have difficulty accessing the surgery.
18. Ensure the Chair of the group has an up to date list of Practice staff and their roles
19. Consider consulting core group members regarding appointment of Practice staff. (*as recommended by NAPP*)



## **Meeting Code of Conduct or Ground Rules**

1. Not a forum for individual complaints or single issues
2. Speak up but only through the Chair by raising a hand
3. Start and finish on time.
4. Straightforward communication please – try to be precise.
5. Listen to others and their views without interrupting
6. A willingness to take on tasks and make sure of completion
7. Silence indicates agreement – speak up if not.
8. Respect and maintain confidentiality if requested
9. No phones please – switch off