**Constitution and Terms of Reference**

**FOR**

***DARTMOUTH MEDICAL PRACTICE PATIENTS* GROUP**

**Title of the Group**

The Group shall be called the ***Dartmouth Medical Practice Patients Group*** (or ***Dart Patients*** for short)

**1. Aims of *Dartmouth Medical Practice Patients Group***

1. To facilitate good relations between the Dartmouth Medical Practice (hereinafter called DMP) and its patients by communicating patients' experience, interests and concerns and providing feedback to the DMP on current process, practices and procedures and proposed new developments.
2. To work collaboratively and constructively with the DMP and other providers of health care to improve health care services and facilities for patients and act as a sounding board for DMP staff on issues affecting patients.
3. To build open two–way communications and inter-action between the DMP and its patients, other individuals and organisations in healthcare and the wider community to the mutual benefit of all.
4. To bring patients’ views and concerns into consideration in the provision of health and social care whether local or elsewhere in the NHS.

**2. Membership of *Dartmouth Medical Practice Patients Group,* *Patients Participation Group* and *Virtual Patients Participation Group***

1. All registered patients of DMP are *ipso facto* Members of **Dartmouth Medical Practice Patients Group** *(Dart Patients).* Removal ofa patient from the DMP list will mean that he/she will cease to be a member of *Dart Patients*.
2. *Dart Patients* shall be non-political and non-sectarian, at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.
3. *Dart Patients* shall elect a committee to be called the **Dartmouth Medical Practice Patients Participation Group** (PPG) at an Annual Members Meeting (AMM). The PPG shall meet regularly. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned.
4. *Dart Patients* shall elect officers from among the members of the PPG. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the AMM on a proposal from the PPG.
5. The PPG will extend an open invitation to DMP staff to attend its meetings as agreed with the DMP.
6. The PPG shall normally consist of between ten and fifteen Members and shall not exceed twenty Members. Between AMMs the PPG may co-opt individual Members if needed to ensure that the PPG is fully representative of the patient community.
7. To support the PPG and extend its reach, the PPG shall establish an online group to be called the **Virtual Patient Participation Group** (VPPG). Any patient may volunteer to join the VPPG. The PPG will from time contact the VPPG in order to obtain their views on specific matters. A member of the PPG will be made responsible for liaising with the VPPG and ensure that no one is excluded. There will be a standing item on the PPG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPPG to help ensure its members are engaged.
8. Notwithstanding the above, any patient may send views and suggestions

directly to the PPG.

1. The PPG’s activities will be reported to *Dart Patients* in a quarterly Newsletter to be posted on the DMP and Dart Patients website and made available in the Surgery in hard copy.

**3. Code of Conduct**

Members of the PPG commit:-

1. To respect the confidentiality of all personal information, particularly that concerning any and every patient’s health at all times, and ensure that and personal information which may be received will be randomized if recorded.
2. To be open, flexible, listen and support each other. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
3. To abide by the 7 (Nolan) Principles of Public Life – Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
4. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through the existing channels.
5. To accept that the ruling of the Chair or other presiding officer is final in matters relating to the orderly conduct of meetings.

f) To abide by principles of good meeting practice.

**4. Activities of the PPG and the Virtual PPG**

The PPG, supported by the VPPG, shall:

1. Seek to discover and understand patients’ views on all aspects of the provision of health care in the DMP area and communicate these to the DMP and/or, where appropriate, to other parts of the NHS;
2. Be consulted by the DMP on local health service provision and related developments in the DMP area and will, where appropriate, express opinions on these matters on behalf of patients while always recognising that local decisions on local health care rest entirely with the DMP, CCG and the NHS;
3. Act as a sounding board to provide feedback on patients’ needs, concerns and

interests, and challenge the DMP constructively whenever appropriate;

1. Work with the DMP to helping patients to understand better the DMP’s

procedures, policies and constraints;

e) Disseminate information which may promote or assist better health care;

f) Discuss and follow-up ideas and issues identified by patient surveys;

h) Maintain a notice-board in the Surgery waiting room with up-to-date

information on the current activities PPG and encourage patients to submit

their comments and suggestions via a Suggestion Box in the Surgery;

g) Act as a forum for DMP to raise issues affecting patients or staff;

h) Act as a forum for ideas on patients’ health awareness and self-care and

promote a healthy lifestyle;

i) Seek to raise patients’ awareness of the range of services available at the

DMP and help them to use such services more effectively.

(j) If the PPG receives funds, it shall appoint a Treasurer who will be a member of the PPG to be confirmed at the next AMM. The Treasurer will be responsible for managing the funds and for presentation of accounts at the Annual Members Meeting. Duties include recording all transactions, providing receipts, regular financial reports and arranging for an independent audit to take place prior to presenting the end of year accounts.

**5. Management of the PPG and Virtual PPG**

a) The PPG shall meet no fewer than four times a year.

b) In the absence of the Chair and Vice Chair those members who are present

shall elect a Chair from among the attendees.

c) Meetings are subject to a quorum of five members of the PPG

d) Apologies for absence should be sent to Secretary or Chair prior to the

meeting.

1. The PPG may invite relevant professionals or patients to specific meetings.

Any such persons shall respect the confidentiality of the PPG.

1. Decisions shall be reached normally by consensus among those

present. However, if a vote is required, decisions shall be made by

simple majority of those present and voting. In the event of a tied

outcome, the Chair may exercise a casting vote in addition to his/her

deliberative vote. Consideration of the views of members of the VPPG

will be taken into account;

1. The Secretary shall produce minutes of meetings to be considered and

approved at the following meeting of the PPG and subsequently be sent to members of PPG and VPPG and made available to all Members by posting them on the *Dart Patients* website;

1. Virtual PPG members shall receive regular information sent to them by the

PPG. Feedback and comments from this body shall be considered at PPG

meetings. The Chair shall maintain ongoing contact with members of the

Virtual PPG members.

i) The PPG will work with the DMP to produce a quarterly Newsletter informing patients of their joint activities, decisions and any other relevant matters of interest to patients.

j) The DMP will provide the PPG will administrative support to fulfill its role.

**6. Organisation of the Annual Members Meeting of the Dartmouth Medical Practice Patients Group**

1. The Chair of the PPG shall convene each year an Annual Members’ Meeting (AMM). Normally this meeting will be arranged in conjunction with a public forum organized by DMP. The date and time shall be published at least two weeks prior to the meeting by means of a notice in the local press, a notice in the Surgery waiting room and on the DMP website. The main purposes of the AMM is to hear and approve the Chair’s Annual Report, to elect the officers and members of the PPG, and to provide general guidance to the PPG.
2. The PPG will establish appropriate procedures for the AMM to elect PPG members and officers (Chair, Vice-Chair, Secretary) and their terms of office and in so doing should ensure the periodic rotation of officers and members who as a group should be as representative as possible of the patient community.

c) In addition, if the PPG receives funds, the AMM shall elect a Treasurer who will be a member of the PPG and will be responsible for managing the funds and for the presentation of audited accounts at the Annual Members Meeting.

d) The PPG may form one or more sub-groups to take forward specific issues.

e) The members and officers of the PPG will notify the Chair at least one week

prior to the AMM if they intend to step down from their position. At least one

week prior to any AMM, the Chair will publish an Agenda for the meeting.

These Terms of Reference have been adopted by Dartmouth Medical Practice Patients Group with the support and agreement of the DMP.

Chair, Senior Partner,

Dartmouth Medical Practice Patients Group Dartmouth Medical Practice

Date:…………………

Endorsed and approved at a public meeting of patients held on ……………………….