

# Launceston Medical Centre Patient Participation Group (PPG)

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## CONSTITUTION

**The Group shall be called the Launceston Medical Centre Patient Participation Group.**

### **1. Aim**

To promote patient participation and champion well-being as part of self-care.

### **2. Objective and Activities**

A) To provide a two-way communication between the Launceston Medical Centre and those who use the Centre to help staff provide the best care, and the patients to make best use of the services.

B) Review and address patient feedback from a practice-led annual patient survey and/or a PPG consultation.

C) Share best practice and good ideas from other support groups.

D) To be informed by the Launceston Medical Centre of changes in the NHS organisation that may directly affect patient care in order that the Group may respond as appropriate to any questions from patients concerning these changes.

### **3. PPG Structure and Membership**

A) Membership of the PPG is open to all registered patients and carers of registered patients. The PPG will endeavor to reflect the patient profile and be representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

B) The PPG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the **Equality Act 2010 (see Appendix 1)**.

C) The PPG shall elect officers from among the members of the PPG. They will be known as the Launceston PPG Officers and will comprise Chair, Vice Chair, and Secretary. Other working groups may be created at a general meeting of the PPG as appropriate. The Chair will be an ex-officio member of all sub-groups/working parties, and these groups shall provide reports of their meetings to the next full PPG meeting.

D) The PPG and PPG Officers shall both hold regular meetings. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings without apologies may be deemed to have resigned. The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.

E) Officers shall serve no more than three consecutive years.

F) A PPG member must serve for a year and attend a minimum of 4 meetings before they can stand for Chair or Vice Chair.

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G) Any patient or carer wishing to join the PPG should contact the Chair before attending a meeting. Prospective members must agree to respect the Constitution and Code of Conduct. **(See Appendix 3: Recruitment Policy)**

H. Retiring officers can reapply after a break of one year.

I. Under GDPR rules, any officer or member of the PPG standing down or leaving the group should delete all personal details of PPG members. **(See Appendix 2: Data Protection and GDPR)**

#### **4. Management of the PPG**

A) The PPG shall meet no fewer than four times a year in person and online or a hybrid combination of both. The PPG Officers may meet more regularly for planning purposes and liaison with the practice staff if required.

B) Meetings are subject to a quorum of five members of the PPG which must include one officer. Apologies for absence should be sent to the Chair prior to the meeting.

C) The Chair of the PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG.

D) 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.

E) The Secretary shall produce minutes of meetings to be considered and approved by the Practice Manager and Chair. The minutes are then sent to members of the PPG by email and published on the practice website and PPG noticeboard.

F) Any concerns raised by PPG members or raised by patients should be sent to the PPG Officers and not directly to the Launceston Medical Centre.

#### **5. Annual General Meeting**

A) The Chair of the PPG will convene an Annual General Meeting open to all registered patients and carers before the end of the selected month each year. The date, venue and time shall be published at least one month prior to the meeting by means of a notice in the surgery waiting room and on the surgery website.

B) Officers of the PPG and members of any Working Group will notify the Chair at least one month prior to the date of a convened Annual General Meeting if they intend to step down from their position.

C) Any member of the PPG who wishes to nominate him/herself for an officer position or a working group, should advise the incumbent Chair of their proposed intentions at least two weeks prior to any Annual General Meeting.

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### 6 Alterations to the Constitution

This constitution may be amended by a resolution passed at the AGM or at a special meeting of which proper notice shall have been given to all PPG members and to the Launceston Medical Centre.

### 7 Dissolution

If the Launceston Medical Centre and/or the Patient Participation Group deem that the continuation of the Patient Participation Group is no longer appropriate, a dissolution meeting will be called and all members informed.

### 8 Confidentiality

**All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. (See Appendix 2: Data Protection and GDPR)**

Any member whose work on behalf of the PPG includes work in the practice or consulting with other patients or members of the public should sign and return a copy of the practice's confidentiality agreement before undertaking any such activity.

### 9. Code of Conduct

**All PPG members must abide by the Code of Conduct**

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act 2010.

**All Members of the PPG to make this commitment:**

- A) To always respect practice and patient confidentiality.
- B) To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C) To be open and flexible and to listen and support each other.
- D) To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- E) Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F) To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G) Abide by principles of good meeting practice, for example:
  - 1) Reading papers in advance

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- 2) Arriving on time
- 3) Switching mobile phones to silent
- 4) Allowing others to speak and be heard/respected

*Revised and updated January 2025*

## **PPG Members**

**Print Name:**

**Date:**

**Signature:**

## **Appendix 1**

**Equality Act 2010** <https://www.gov.uk/equality-act-2010-guidance>

### **Q: What is the purpose of the Act?**

A: The Equality Act 2010 prohibits direct and indirect discrimination, harassment and victimization. It also prohibits discrimination in relation to a person's disability and creates a duty to make reasonable adjustments for disabled people

### **Q: Who is protected by the Act?**

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are:

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender
- Sexual orientation

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## Appendix 2

### Data Protection and GDPR

The Data Protection Act 2018 (DPA 2018) and the UK General Data Protection Regulation (UK GDPR) are both laws that govern how organizations use personal data in the UK.

The seven principles of the General Data Protection Regulation (GDPR) are:

- **Lawfulness:** Personal data must be processed legally
  - **Fairness:** Personal data must be processed fairly
  - **Transparency:** Individuals must be informed when their personal data is being processed
  - **Purpose limitation:** Personal data can only be used for the original intended purpose
  - **Data minimization:** Only the necessary data should be collected
  - **Accuracy:** Personal data should be accurate
  - **Integrity and confidentiality:** Personal data should be protected from unauthorized access and disclosure
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## Appendix 3

### Launceston Medical Centre Patient Participation Group (PPG) Recruitment Policy

All registered members of the Launceston Medical Centre and their carers are required to contact the Chair to arrange a meeting in order to inform them about PPG meetings and activities, and to provide them with a copy of the PPG Constitution and Code of Conduct.

If they are interested in joining the PPG, they will be required to sign a copy of the Launceston Medical Centre PPG Constitution for PPG Records.

