

Solent View Medical Practice Patient Participation Group Terms of Reference

Title of the Group: Solent View Medical Practice PPG

The Group shall be called the Solent View Medical Practice Patient Participation Group.

1. Aims of the Patient Participation Group (PPG)

1.1 To facilitate good relations between the GP Practice and patients by communicating patient experience, interests and concerns and providing feedback to the Practice on current procedures and proposed new developments. To communicate information to patients that could improve their health and wellbeing and provide information on support available.

1.2 To work collaboratively and positively with the practice and contribute to decision making to improve services and facilities for patients and to act as a sounding board for Practice staff on issues affecting patients.

1.3 To build two-way communication and co-operation between the Practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.

1.4 To act as a representative group to support the Practice and influence local provisions of health and social care.

1.5 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.

2. PPG Structure and Membership

2.1 Membership of the PPG shall be open to registered patients over the age of 18 years and will normally be limited to 20 members, however, if there is a need for particular skills the Committee may agree to recruit beyond this figure. Both the Practice and the PPG have a responsibility to ensure so far as practical the membership reflects the patient profile and be widely representative and inclusive of different genders, ethnicities, ages, and abilities as required in the GP contract.

2.2 An AGM will be held annually, normally in April for all PPG members. The members will elect from their number a Chair, Vice Chair, and Secretary who will form The Committee.

2.3 Removal of a patient from the patient list will mean that they will cease to be a member of the PPG.

2.4 The Solent View Medical Practice PPG Forum shall consist of those members actively involved in the work of the PPG.

3. PPG Forum

3.1 The PPG Forum will meet quarterly. The Chair or in their absence the Vice Chair will chair its meetings.

3.2 The number of Forum members is normally limited to fifteen, however, if there is a need for particular skills the Committee may agree to recruit beyond this figure.

3.3 Sub-groups of the Forum may be established and may co-opt affiliates where appropriate; such affiliates may or may not be members of the PPG, however, must be a registered patient of the Practice. The Practice is to be informed of any affiliates and what they can bring to the sub-groups.

3.4 All members of the PPG will receive notices and minutes of Forum meetings. Subject to agreement by the Chair any non-Forum member of the PPG may request to attend the relevant part of a Forum meeting and provide input and comments on a particular subject they have knowledge or experience of. The PPG Forum may invite relevant professionals or patients to specific meetings or parts thereof. Any such persons shall respect the confidentiality of the PPG.

3.5 Members who cease to be actively involved in the work of the PPG will automatically cease to be Forum members but will continue to be PPG Members.

3.6 A senior member of Solent View Medical Practice will always be invited to attend the AGM and quarterly Forum meetings.

3.7 A quorum for meetings will be five Forum members present in person or by video, one of whom must be the Chair, Vice Chair or Secretary.

3.8 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 of the meeting may exercise a casting vote in addition to their deliberate vote. To be practical, decisions that require implementation by the Practice must be acceptable to the Practice.

3.9 Minutes will be taken by the Deputy Practice Manager. Following approval by the Chair of the meeting any confidential or personally sensitive information will be redacted and the minutes will be loaded to the website. The redacted minutes will be distributed to all members and the unredacted minutes only to Committee members.

4. Management Information

4.1 The Practice will supply on a monthly basis as available key information on the Practice and its performance. For example:

- Compliments and complaints with an analysis of comments.
- Management performance summary.
- Patient satisfaction information.

5. Confidentiality

5.1 All members of the PPG must be made aware of the need to always maintain absolute patient confidentiality. All Forum members and any other members attending Forum meetings or whose work on behalf of the PPG includes work in the Practice or consulting with other patients or members of the public, must sign and return to the Deputy Practice manager a copy of the Practice's Confidentiality Agreement before undertaking any such activity.

6. Code of Conduct

6.1 All PPG members must abide by the Code of Conduct shown at Appendix 1.

7. Activities of the PPG Forum

As required in the GP Contract 2015/16 sections 5.2.1 to 5.2.6, the PPG will:

- 7.1 Obtain the views of patients who have attended the Practice about the services delivered by the Practice and obtain feedback from its registered patients about those services. This can be by written survey or virtually.
- 7.2 Review any feedback received about the services delivered by the Practice with Practice staff and relevant members of the PPG Forum with a view to agreeing the improvements (if any) to be made to those services.
- 7.3 Contribute to decision-making at the Practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decision on service delivery rest with the Practice.
- 7.4 Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the Practice constructively whenever necessary, also helping patients to understand the Practice viewpoint. If necessary, set up meetings with patients to discuss matters of interest or concern.
- 7.5 Communicate information which may promote or assist with health or social care.
- 7.6 Explore overarching ideas and issues identified in patient surveys. The PPG Forum will be involved in patient surveys conducted by the Practice.
- 7.7 Act as a forum for ideas on health promotion and self-care and support activities within the Practice to promote healthy lifestyle choices.
- 7.8 Raise patient awareness of the range of services available at the surgery and in the community and help patients to access/use such services more effectively.

8. Signed agreement

NB: to ensure a jointly agreed approach by the Practice and PPG members, this section should be signed by both parties.

These Terms of Reference were adopted by Solent View Medical Practice PPG at the meeting held at Solent View Medical Practice on 20th April 2026 and will be reviewed annually or if required according to emerging needs.

Signed by: John W Beavis PPG Chair Date 8/5/2026
John W Beavis

Signed by: Beverley Glass SVMP representative date 11-05-2026
Beverley Glass

Appendix 1

Solent View Medical Practice PPG Code of Conduct

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

All members of the PPG 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 interest 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 the Solent View Medical Practice Complaints policy.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise, to abide by principles of good meeting practice, for example:
 - 1. Reading papers in advance
 - 2. Arriving on time
 - 3. Switching mobile phones to silent
 - 4. Allowing others to speak and be heard/respected
 - 5. Adherent to Confidential agreement