These Terms of Reference were agreed in a meeting of Edgwick Medical Centre - Patient Panel Group (EMC-PPG) on 30th May 2013

**1. Introduction / Purpose**

Edgwick Medical Centre is committed to working in partnership with patients and members of the local community to achieve the best possible health outcomes for our patients. The purpose of the Patient Panel is to create a constructive working relationship with members of the practice to ensure a broad range of patient views are reflected in practice development and operations.

**2. Values**

* To listen
* To observe
* To respect each other’s opinions and
* To challenge constructively in an open and honest forum.

**3. Chair**

The Chair of EMC-PPG will be elected for a two year term from within the PPG and act as a key link between the PPG and the Practice.

The Chair will be mandated by the PPG to:

* Raise questions put forward by the PPG to the GP Practice
* To represent the agreed views of the PPG
* To act as a communication link for the PPG
* The Chair will be in post for no more than two terms of office

**4. Vice Chair**

The Vice-Chair of EMCPPG will be elected for a one year term from within the PPG. The role of the Vice Chair will be to deputies for the Chair. The Vice-Chair will be in post for no more than one term of office.

**5. Membership**

The PPG is open to all patients of Edgwick Medical Centre GP Practice.

All Practice staff ate able to participate within the PPG.

**6. Attendance**

Officers and members of the CCG, NHS Commissioning Board, Coventry City Council and other partners may from time to time be requested to attend the meetings.

An ‘Open door’ approach to other voluntary sector organizations and PPG’s that would like to attend EMC-PPG meetings will be adopted.

**7. Frequency and notice of meetings**

EMC-PPG will meet once every two months unless they deem it unnecessary in which case they will meet more often. For easy planning EMC-PPG will meet every 2nd Thursday of the month, these dates can be changed subject to notice.

**8. Quorum**

The quorum shall be four (4) patient members and at one (1) staff representative from the GP Practice.

**9. Terms of Reference / Remit and responsibilities of the Patient Panel**

The Patient Panel will work collaboratively with the practice to:

* Represent the views of patients
* Act as a link between the patient population and the practice
* Ensure practice development reflects the diverse needs of the patient population
* Reach agreement on resolution to problems that is equitable and achievable
* Interpret patient feedback to support action planning
* Suggest areas of improvement, both physical improvements (building space) and health services
* Understand internal and external pressures on the practice and relay these to both patients and the practice
* Represent the practice at wider patient forums and other PPG’s in the area
* Feedback to the practice on matters affecting patient care
* Support the practices ‘health and well being strategy’ to improve the health of the patient population
* Influence the provision of secondary healthcare and social care locally
* conduct patient surveys from time to time

This list is not exhaustive and shall from time to time be updated

**10. Business Rules**

10.1 Voting

It is envisaged that EMC-PPG will reach decisions by consensus whoever possible. On matters where a vote is required members will show their opinion through a simple majority vote at the meeting. Each PPG member will have one vote only. The Chair of the group will have the casting vote.

10.2 Disciplinary Procedures

If a vote of no confidence in the Chair is considered necessary, a Notice o Motion calling for the vote must be signed by four (4) PPG members. The vote is to be taken within 14 days of the Motion being issued.

Disciplinary action against the Chair or Vice Chair should be considered if the following actions result:

* That the Chair has failed in their duties as prescribed in the Terms of Reference for the PPG.
* If the Chair has bought the name of EMC-PPG into disrepute by their actions.

*Outcome of Vote of no confidence*

If the vote finds in favour of the Notice of Motion, after hearing and considering the evidence the Chair shall resign with immediate effect. The person will not be eligible for re-election for a period of 5 years.

*Members of the group*

All members of the Patient Panel Group will seek to further the work of Edgwick Medical Centre in achieving the best possible health outcomes for its patients. The Patient Panel Group will be a non political forum and the membership will be responsible to reflect the views of the diversity of the patient population and not of any political party or view. Any Member who is considered to have bought the name of EMC-PPG into disrepute, if found to be so, will be suspended for a period of 6 months from the PPG.

**End of Terms of Reference**