



Clarendon Lodge Patient Participation Group Constitution

January 2024

Clarendon Lodge Medical Practice PPG Constitution

1. Name

The name of the group shall be Clarendon Lodge Medical Practice Patient Participation Group, (The PPG).

2. Membership of the Group

Membership of the group shall be open and free to all registered patients of Clarendon Lodge Medical Practice.

3. Purpose of the Group

To develop a positive and constructive relationship between patients registered with the Clarendon Lodge GP Practice, members of the Practice and the wider community, ensuring that the Practice remains sensitive to and accountable for patient needs.

4. Roles

The primary roles for which the PPG will be as follows:

4.1 Friend of the Practice

This will be fulfilled by serving as:

- **Supportive Friend:** a champion of the Practice committed to getting the best deal for patients.
- **Understanding Friend:** aware of the day-to-day pressures placed on the Practice and wider challenges faced by the NHS.
- **Vigilant Friend:** critically but courteously evaluating service standards and scrutinising innovations, with the aim of providing constructive feedback.
- **Caring Friend:** interested in and concerned for the wellbeing of staff and the provision by the Practice of a compassionate and sympathetic working environment.
- **Communicative Friend:** providing effective communication between patients and the Practice, employing the most appropriate available means.

4.2 Advocate of the Patient Voice and Guardian of the Patient Stakeholder Interest

This will be fulfilled by serving as:

- **Champion of compassionate, personalised, holistic care:** monitoring patient experiences, expectations and perceptions in the light of the legal rights and pledges set out in the NHS England Constitution (2021).
- **Channel of communication between patients and the Practice:** facilitating meaningful conversations on the delivery of healthcare and the promotion of health and wellbeing.
- **Articulator and amplifier of the patient voice:** ensuring that the patient stakeholder interest is always represented in settings where integrated services are evaluated and changes in service provision and delivery are contemplated.

4.3 Community Asset

This will be fulfilled by achieving recognition as:

- **A valued and valuable asset:** capable of delivering a stream of benefits to patients, healthcare professionals and voluntary agencies involved in the provision of primary care services in the community served by the North Leamington PCN, such as - skilled and experienced volunteer support in a range of disciplines; governance skills in monitoring and improving performance; representing patient interests and being able to

survey patient's views; helping to deliver beneficial change by shaping and testing service changes.

- **A trusted partner:** capable of cultivating good relations and building mutual trust over time.

5.0 Organisation

5.1 Membership of the Group

- Membership of the group shall be open and free to all registered patients of Clarendon Lodge Medical Practice.

5.2 Committee

- The PPG shall consist of no more than 15 individuals, ideally made up of 12 patients and up to 3 practice staff
- A meeting is deemed quorate when at least 5 members are in attendance.
- Membership of the PPG shall be terminated in the event of a member ceasing to be a patient of the practice or member of staff.
- The Committee may co-opt members as and when deemed necessary. Co-opted members will have no voting rights.
- One member of the practice shall be a PPG member entitled to vote. In their absence the Practice will nominate its own alternative representative, who will attend the meeting in an advisory capacity and vote in their absence.

5.3 Officers and Representatives

- Meetings will be chaired by a Chairperson (Chair) elected at the AGM. Additional officers and representatives of the Group will be chosen, as considered necessary (e.g. Vice-Chair, Secretary, Minute Secretary, PCN Representative, SWPE Representative).

5.4 Meetings

- Not less than 8 Ordinary meetings will be held each calendar year. The first meeting will be an Annual General Meeting followed by an Ordinary Meeting.
- Notices of meetings with agendas will be circulated 7 days before each meeting.
- Members unable to attend meetings will be expected to convey apologies to the Chair beforehand. A member will be deemed to have left the Group by non-attendance at 3 consecutive meetings without satisfactory written explanation.
- Decisions will be taken by a simple majority vote in which the Chairman shall be entitled to vote. In the event of a tie the Chairman shall have the casting vote.

5.5 Agendas

- Agendas for meetings will be agreed by the Chair and Practice Manager with opportunities provided for members to submit items for inclusion.
- Annual Reports will be presented by the Chair and Practice Manager at the AGM.

5.6 Annual General Meeting

- An AGM shall be held annually in January followed by a normal meeting. Any item for the agenda must be sent to the Chair for consideration at least two weeks prior to the AGM date.

5.7 Appointment of New PPG members

- All PPG members may offer themselves annually for re-election at the AGM. If more than one nomination is received for an Officer position then a vote must take place. In the event of a tie the Chairman has the casting vote.

- Vacancies for PPG membership will be advertised on the Practice website or Newsletter. Interested applicants will be asked to complete a short application form. Interviews may be held if necessary.
- The PPG may fill any vacancy occurring among its numbers until the next AGM.

6. Notice and Application of Constitution

- This constitution will be available on the practice website and reviewed and amended as required by the PPG at the AGM.

7. Roles and Responsibilities

7.1 Chair:

- Manage the PPG meetings.
- Prepare all agenda items in conjunction with the Practice.
- Liaise with the Practice Manager between meetings as appropriate.
- Provide an Annual Review Report on the group's activity.
- Represent the group and/or ensure representation at local or national level.
- Act as first port of call for all member enquiries, membership requests and all other associated queries.
- Liaise with invited speakers and guests ensuring they are fully informed about dates and
- Seek replacement PPG members when needed.

7.2 Secretary

- To take minutes of the PPG meetings.
- To Ensure draft meeting minutes are sent out within two weeks.

7.3 The Practice:

- Actively develop a partnership approach with the group.
- Attendance at meetings by the Practice Manager and a Partner.
- Provision of a meeting space at the Practice.
- Provision of administrative support when required.
- Provision of material or financial support to cover agreed activities/expenses.
- Achievement of transparency in the disclosure and sharing of information.
- Promote the work of the PPG across practice staff and patients.