



CONSTITUTION.

Title of the Group.

The group shall be called

THE PATIENT PARTICIPATION GROUP (PPG) of the MANOR HOUSE SURGERIES GLOSSOP, HADFIELD AND HOWARD STREET Derbyshire .

It is affiliated to the NATIONAL ASSOCIATION FOR PATIENT PARTICIPATION (NAPP).

The Mission and Vision Statements from NAPP are copied below:-

Mission

We believe that every person in the United Kingdom has the right to shape the future of their care. Established in 1978, our passionate, volunteer-led organisation is the go-to voice of patients in primary care. We facilitate and foster patient participation, ensuring the patients' interests, perspectives and priorities are at the heart of local, regional and national decision-making. with an effective Patient Participation Group which impacts the development of primary care policy, so that the quality of services and health outcomes continuously improve

Vision

To see every general practice in the United Kingdom affiliated with an effective Patient Participation Group which impacts the development of primary care policy, so that the quality of services and health outcomes continuously improve.

<https://napp.org.uk>

Aims of the Group.

The overall aim of the PPG is to promote co-operation between the Practice and the Patients to the benefit of both. (A critical friend).

“By Patients for Patients”

In particular:-

- To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns

and providing feedback to the practice on current procedures and proposed new developments.

- To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- 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.
- To act as a representative group to support the practice and influence local provision of health and social care.
- To act as a “critical friend”, offer opinions in a constructive manner and put forward ideas on behalf of patients.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.

Membership

Membership is open to all patients of Manor House Surgeries Glossop, Hadfield and Howard Street. There will be two forms of membership, face-to-face and virtual. Face-to-face members attend meetings of the group. Virtual members are circulated with all documents pertaining to the group and are involved in consultations.

Officers

The business of the PPG is organised by a group of officers who hold the following positions:-

- Two Co-chairs
- Secretary
- Minuting Secretary
- Social Secretary

Officers will be elected annually at an Annual General Meeting called for that purpose. The elected officers will serve for a term of two years. A degree of flexibility may be used in the absence of other members wishing to take on these roles.

Meetings of the PPG.

The business of the PPG will be carried out at Formal Meetings attended by group members, a Doctor, Practice Manager, Reception Manager and Finance manager.

Formal meetings are held at the Howard Street Surgery at 1 pm on the second Tuesday of every other month.

Formal meetings will be held in a purposeful, professional and timely manner.

Agendas will be circulated prior to Formal Meetings to give members an opportunity to suggest additional items. Agenda items will also be discussed at informal meetings.

If any member wishes to raise items under Any Other Business at Formal Meetings he or she must declare them before the formal meeting begins. These will be tabled at the Chair's discretion, or referred to the next informal meeting.

Informal meetings will be held at the Howard Street Surgery at 6 pm on the second Tuesday of the months alternate to the Formal Meetings to enable discussion, planning and agenda setting within the group. (These meetings are not minuted but notes may be taken).

Individual concerns and those raised on behalf of other patients, will be discussed at the informal meetings. A decision will be taken by all present as to whether these concerns are appropriate to be placed on the agenda of the next Formal Meeting. Discussion will focus on specific comments and relevant events.

Forms collected from Suggestion Boxes by a PPG member will be discussed as and when they arise. After seeking advice from surgery staff an appropriate response will be given.

Minutes

A written record of Formal Meetings is made by the Minuting Secretary. Meeting minutes are then circulated to all members prior to the next Formal Meeting when they are confirmed and approved. Once approved, meeting minutes are published on the PPG's page of the surgery's website.

Confidentiality

All members of the PPG (including the Face-to-Face and Virtual Groups) are made aware of the need to always maintain absolute confidentiality. Details of the matters discussed at Formal and Informal Meetings remain confidential until the minutes of meetings are approved and published on the website.

Code of Conduct

To respect practice and patient confidentiality at all times.

All opinions will be respected.

To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.

To be open and flexible and to listen and support each other.

To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.

To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.

Discrimination will not be tolerated.

Activities

The PPG will:

SUPPORT.

The PPG will support patients and staff and act as a critical friend to the Practice. We will share positive comments and concerns. In response to requests from staff we will give advice on letters that the surgery send to patients on specific matters.

LISTEN.

We will listen to patients and we will analyse and collate their comments from surveys and from suggestion boxes which are in waiting rooms. We listen to staff and help where there are concerns. We listen to members of the wider community and invite them to address our meetings (Integrated Care Board, voluntary organisations, paramedics etc).

ACT.

We will act on our findings and help initiate developments, changes, improvements etc.

COMMUNICATE.

We tell patients about survey results and inform them as to what changes may be made in response by the staff at all surgeries. We will publish the minutes from all our Formal Meetings. We will inform patients about health issues through social media and other forms of communication when appropriate.

INTERACT.

We interact with outside agencies. Members of the PPG attend meetings of local health groups in Glossop, Tameside and Derbyshire. We also liaise with, The Bureau and other Volunteer Groups / Organisations.

EVALUATE.

We evaluate our work throughout the year and progress is summarised in the Chair's Annual Report. We review our Constitution on a regular basis.

COMMIT.

Members of the PPG make a commitment to respect Practice and patient confidentiality at all times.

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Reviewed October 2025

