

Patient Participation Group

Role and responsibility for members

Purpose of the document

This document is designed to help members of the Patient Participation Group understand what is expected of them should they choose to become a member of their local PPG. It is important for both the practice and the PPG Members that expectations are clearly set out and are agreed between both parties.

Role

Patient Participation Group members will:

- Contribute views and give advice to the practice on how to communicate and engage with the patients the practice service.
- Have an opportunity to share their opinions on proposed changes to the way that the practice works or provides additional services
- Highlight any healthcare issues / priorities or concerns within the local community that they feel are relevant to the work of the practice.
- Be asked to play a part in the public engagement activities carried out by the practice for example by manning a stall at a local community gala.
- Use their skills to help in the work of the PPG and practice for example by using their IT skills to help design a poster.

Responsibilities

Patient Participation Group members will:

- Attend meetings of the PPG. If the PPG member cannot attend a meeting then they should put their apologies into the chair or administrator prior to the meeting.
- Play an active part in the group and take on roles such as: chairperson or administrator / note taker.
- Respect confidentiality
- Not use the PPG as a forum for complaints or to raise personal issues which are not of relevance to the practice or the PPG.
- Report back on any tasks that they have undertaken on behalf of the PPG.

Contact with the media

If a PPG member is contacted by the media then they should refer them to the practice.

PPG Members should not speak to the media on behalf of the PPG without first agreeing this with the rest of the PPG members and the practice. Of course PPG members are free to talk to the press as long as they make it clear that they are expressing their own opinions and not that of the PPG or the practice.

Conflict of interest

In certain situations PPG members may feel that they have a conflict of interest with the topic being discussed and can not give unbiased opinion. In these cases PPG members are expected to raise the conflict and will not be entitled to vote on any decisions to be made.

Expenses

PPG members may be entitled to out of pocket expense incurred while carrying out tasks on behalf of the PPG. The PPG and the practice will decide together when this would be appropriate.

More information on expenses can be obtained by contacting the Practice Manager, the health board or by checking on the health board's website.

Term of membership

Each PPG member will be asked to sign up to serve a term of 2 – 3 years on the group. This is to ensure that all patients of the practice get the opportunity to join the PPG. PPG members who have completed the term will be allowed to apply for an extension if they would like to stay with the group and if no one else has registered an interest.

What you'll bring to the PPG

There is a great range of things that PPG members can bring to the group such as:

- Enthusiasm
- Skills and Abilities
- Opinions
- Experience
- Ideas

You will be able to play a part in some of the decisions that are being made by the practice. This will help the practice to make decisions that are based on the needs of their patients and will hopefully ultimately lead to the improvement of services for all patients served by the practice.

You will help the practice communicate with its patients and build a relationship that goes beyond the traditional doctor and patient relationship. With your help your practice will be able to respond to the wider healthcare needs of the community they serve and will be able to do even more to improve the general health of all of their patients.