

North Harbour Virtual Patient Participation Group (NH VPPG) Terms of Reference 2020

Principal purpose

To act as a **patient voice** group for the North Harbour Practice (the Practice), the Primary Care Network (PCN) and the Portsmouth Clinical Commissioning Group (CCG).

NHS strategies and the Practice

The NH VPPG will receive feedback from the Practice, the PCN Partners and the CCG Citywide Patient Participation Group (CWPPG) in relation to NHS developments, particularly:

- 'digital first, but not digital only' e.g. eConsult and the NHS app
- promoting self-care
- guiding patients through health pathway navigation and total triage
- COVID Security

Objectives

1. To be 'a critical friend' supporting the Practice in relation to the challenges and developments in service delivery
2. To support the Practice in encouraging patient feedback on service delivery
3. To be an advisory group providing ideas and concerns from the patient's perspective
4. To contribute to the dissemination of information to patients on developments in the Practice and the NHS.

Management and membership

1. The Practice will appoint a VPPG Chair who will conduct the meetings and provide a summary for distribution via the website. The Chair will work with the Practice to recruit VPPG participants.
2. The VPPG will meet every other month. The meeting duration to be up to 45 minutes but with a maximum of 60 minutes, unless otherwise agreed.
3. The VPPG will endeavour to reflect the diversity of patient background **and** diversity in health care needs *in the early years, in the preventative years and in ageing well*.
4. The Practice Manager and the Deputy Practice Manager are VPPG members and will report briefly and informally.
5. A GP/Partner will have an open invitation to attend each meeting in order to provide a clinical perspective.
6. Other health professionals will be invited to communicate their areas of expertise or to answer specific questions. These may be outside of the bi-monthly meetings and not require attendance by the Practice Manager or Deputy Practice Manager.
7. The Chair will maintain contact with the Practice in between meetings and disseminate information to VPPG members as appropriate. All communication outside of the VPPG meetings will be through the Chair.
8. Bureaucracy will be kept to a minimum.

Portsmouth North Primary Care Network (PCN)

NH VPPG is partnered with the Drayton and Wootton Street (DWS) Practice and Kirkland's Surgery, Copnor in a Primary Care Network (PCN) and the Chair of the PCN Partners PPGs, or nominated deputy, have ex-officio membership of the NH VPPG.

Ground rules and member responsibilities

1. The VPPG will not be a forum for personal agendas or complaints.
2. The VPPG will engage in constructive discussion and members should feel able to express their opinions without fear or favour in a spirit of mutual respect.
3. The VPPG is not a forum for discussing clinical matters.

Dissemination of information

VPPG communication and dissemination will occur through the Practice website, and social media where appropriate. Where appropriate, patient surveys will be suggested and the whole patient body will be considered as the Reference Group.

Supporting the Practice

The VPPG members will respect that it is the Practice that manages the Practice and the principal purpose of the VPPG is to support the Practice in a challenging NHS environment, which demands continuous improvement. The North Harbour PPG should therefore adopt a future proofing perspective to ensure that a positive and constructive contribution is made to healthcare in the Practice. The Practice will be receptive to feedback and concerns and will facilitate the VPPG in its work.

NH VPPG Confidentiality and Ethical Behaviour Statement

The VPPG membership shall be non-political and non-sectarian and respect diversity not only in terms of the principles contained within the Equality Act but also in terms of the health care needs of patients at different stages of life.

PPG members make a commitment to abide by the 7 Nolan principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

VPPG members will sign and respect the NH VPPG Confidentiality and Ethical Behaviour Statement.

Stephen Pilbeam, Chair
NH VPPG September 2020