



## GROUND RULES

- We advocate open and honest communication and challenges between individuals
- We will be flexible, listen, ask for help and support each other
- As a group we will demonstrate a commitment to delivery results
- Silence indicates agreement: speak up, but always go through the Chair.
- All views are valid and will be listened to
- No phones or other disruptions
- We will start and finish on time and stick to the agenda
- The meeting is not a forum for individual complaints and single issues

## TERMS OF REFERENCE

### 2. **Purpose**

To ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by St Katherines Surgery.

### 3. **Objectives**

- To be established as an important and well recognised link between patients, carers and the practice
- To ensure that issues common to all patients and carers are brought to the attention of the Practice.
- To complement the Practice and other elements of the NHS in ensuring patients are kept informed about issues affecting their primary care.
- To be a 'critical friend' to the practice
- To advise the practice on the patient and carer perspective and provide insight into the responsiveness and quality of services.
- To encourage patients to take greater responsibility for their own and their family's health.
- Carry out research into the views of those who use the practice, including carers of registered patients.
- Organise health promotion events and improve health literacy.
- Ongoing communication with the patient population.
- To seek opinion from underrepresented and seldom heard population groups.

### 4. **Means**

- Develop effective methods of communication with patients
- Communicate patient experiences, views and suggestions to healthcare professionals
- Contribute to Practice publicity
- Sponsor or assist in health promotion events or activities
- Establish links with other organisations as appropriate
- Consider a fundraising role if and when appropriate

## CODE OF CONFIDENTIALITY

The Practice has to conform to the requirements of the Data Protection Act (1998) and as such must ensure that anyone who is in a position where they might gain confidential information signs an agreement to say that they understand the principles of confidentiality and will uphold the principles at all times.

Confidentiality of information gained during the course of activities of the Patient Participation Group is of vital importance and something that must be kept in mind at all times. Not only must medical information be held in the strictest of confidence, but virtually everything relating to patients, staff and commercial knowledge must not be divulged.

Important examples include:

- The identity of anyone attending the surgery – even to mention to a third part that you have seen someone in the surgery is a breach of confidentiality.
- Any knowledge gained about a patient or their individual experience
- Any information about staff
- Any knowledge gained about the financial or commercial activities of the Practice

It is a condition of membership of the PPG that members adhere to the principles outlines above. Any breach of confidentiality will result in the member being asked to leave the Group.

## DECLARATION

I have read and understood the PPG confidentiality code, and agree to follow it both during and after my membership of the group

Signed..... Date.....

Print Name.....