

## NHS East Surrey CCG

### PATIENT REFERENCE GROUP TERMS OF REFERENCE

#### 1. Purpose

- a. The Patient Reference Group (PRG) is established as an advisory body.
- b. Its purpose is to act as a planning tool, helping the governing body of NHS East Surrey Clinical Commissioning Group (ESCCG) make decisions about the services they commission and ensuring that these services meet the health needs of the local population.
- c. The PRG ensures that the voice of patients, their carers and the East Surrey public - including those from seldom-heard groups - is embedded within the business of ESCCG, and that it embraces the 'no decision about me without me' promise and actively promotes the principles and values of the NHS Constitution.

#### 2. Membership

- a. Membership of the Patient Reference Group is drawn from the Patient Participation Groups (PPG) of the East Surrey GP practices. Any PPG member may attend. Representative patients with relevant interests and expertise are also invited by the CCG.
- b. Members are volunteers, and so far as is reasonably practical, representative of our diverse population, accounting for age, gender, ethnicity, ability/disability, sexual orientation and beliefs.

#### 3. Quorum and Decision Making

- a. The views of the PRG will usually be assessed by discussion and consensus testing. Surveys may also be used. Occasionally the PRG may need to vote on proposals.
- b. When a voting procedure is needed the voting members will be:
  - i. The Chair of the PRG or nominated deputy
  - ii. Each GP practice has two voting members appointed by the practice's PPG.
  - iii. The Chair of the PRG or nominated deputy will have the casting vote.
- c. The Patient Reference Group will be quorate with the following present:
  - i. The Chair of the PRG or nominated deputy.
  - ii. Patients representing at least 9 PPGs



- iii. *The ESCCG Director of Commissioning and Engagement or Director of Quality and Nursing or the Patient and Public Engagement Lead*

#### **4. Meetings**

- a. The Patient Reference Group will meet three times a year and on other occasions as required.
- b. As well as considering topics relevant to the duties outlined below (section 7), PRG meetings will provide an opportunity for PPGs to share good practice in order to assist with their development.
- c. The PRG can initiate project work, allocate volunteers and collate information.

#### **5. Conduct of Business**

- a. An agenda and supporting papers will be distributed at least 5 days before meetings.
- b. The PRG Chair and ESCCG Patient and Public Engagement Lead will agree upon an agenda prior to the meeting based on issues raised by the PRG or the CCG.
- c. The Patient and Public Engagement Lead will ensure appropriate administrative support is provided to the Group.
- d. Minutes will be taken at all meetings, including the names of those present.

#### **6. Declaration of Interest**

- a. At the beginning of each meeting members must declare any potential conflict of interest relating to any specific agenda item.
- b. Declaring an interest does not mean that members cannot express a personal view to the meeting.

#### **7. Duties**

##### **a. Influence**

- i. To act as a mechanism for the patients and public of East Surrey to influence effectively all aspects of ESCCG policy and practice and to ensure that equality and inclusion are properly accommodated.
- ii. To provide patient and public feedback on all aspects of service provision.
- iii. To represent patient and public views on commissioning priorities.



- iv. To formulate and recommend areas for change and to provide input on all proposals to terminate services.
- v. To consult with the ESCCG Governing Body and its Quality, Finance and Delivery Committee on proposals to alter any service provision.
- vi. To consider policy decisions from the Governing Body and advise on wider engagement.

**b. Engagement**

- i. To encourage and enable patient and public participation from all sectors of the East Surrey population - including seldom heard groups - in the work of the CCG.
- ii. To suggest and help develop creative means of engaging local people.
- iii. To ensure effective two-way dialogue between the CCG and PPGs.
- iv. To monitor the performance of engagement, patient experience and quality of services.

**c. Involvement**

- i. To provide patient and public input to local or national awareness campaigns and actively to promote public awareness of health and social care issues.
- ii. Members of the PRG may also be asked to help with:
  - Monitoring contractual arrangements with providers
  - Service and clinical pathway redesign
  - Monitoring the performance of provider organisations
  - Any other ESCCG project where patient views and experience are needed.

**8. Duties of ESCCG to Patient Reference Group**

In order to carry out the above duties the Clinical Commissioning Group will support the Patient Reference Group and provide members with:

- a. All necessary documentation in a timely manner
- b. Reimbursement for all reasonable out of pocket expenses
- c. Administrative support, including a note taker at meetings, circulation of meeting documents including paper copies where needed, meeting arrangements, venues, refreshments, etc.
- d. Access to and funding for training as necessary.



## 9. Reporting Responsibilities

- a. The Patient Reference Group will report to the ESCCG Governing Body and the Quality, Finance and Delivery Committee via the PRG Chair (the CCG Lay Member responsible for PPE), and the provision of the minutes of its meetings.
- b. PRG members are responsible for reporting back to their own PPGs.

## 10. Equality and Diversity

The CCG and the PRG are committed to ensuring that they treat patients, carers, the public and employees fairly, equitably and reasonably, and that there is no discrimination against individuals or groups on the basis of their ethnic origin, physical or mental abilities, gender, age, beliefs or sexual orientation.

## 11. Members' code of conduct

- a. Members will be expected to respond to others with respect and courtesy even when they disagree with them.
- b. Although volunteers are not strictly office-holders, members of the Patient Reference Group will be expected to act in accordance with the *Nolan Principles of Public Life* relating to selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- c. The PRG may, by a simple majority, vote to exclude from a meeting anyone held to be in breach of this code.

## 12. Review Date

These terms of reference will be reviewed on or before 31 October 2017, and on an annual basis thereafter.

## 13. Context

These Terms of Reference form part of the ESCCG Communication and Public Engagement Strategies

