

Terms of Reference

Establishment of the group (background)

West Norfolk Patient Partnership (WNPP) came into existence on 18th July 2000 following two public meetings earlier in the year. The group is not time-limited.

Role and Purpose of the Group

West Norfolk Patient Partnership is made up of volunteer representatives from Patient Participation Groups who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered. Ideally the attending member will be the chairperson or a delegated representative. Patient Partnership members come from a broad variety of backgrounds and have a range of experiences and skills.

Main Aims and Objectives

This section sets out what the group hopes to achieve (aims) and how it will achieve it (objectives).

Aims (what the group wants to achieve)

- To contribute to health and social care services improvement within the community.
- To influence decisions made by those providing and planning health and social care services.
- To integrate the activities of the Patient Partnership Groups with those of other professional and voluntary health groups.

Objectives (how it will achieve the aims)

- Gaining an understanding of the available health-and social care services.
- Identifying the areas of strength and weaknesses in health and social care services within West Norfolk.
- Sharing information and ideas on how health and social care can be improved within West Norfolk.
- Representing the views of the local population on health and social care services within West Norfolk.
- Encouraging the development of Patient Participation Groups within each General Practice.

Relationship to main decision-making groups

PPG Representatives are nominated by their PPG to attend WNPP meetings and therefore represent the views of their PPG. WNPP is accountable to the voluntary groups/patient participation groups represented and their patients and members.

WNPP links to the QEH Foundation Trust and the West Norfolk Clinical Commissioning Group, via representatives from those organisations that attend WNPP meetings. These representatives will not have decision making powers (e.g. the ability to vote at the Annual General Meeting).

In addition, the WNPP will nominate a representative to attend the Board Meetings of both Trusts to raise issues on behalf of WNPP. These appointments will be made as required.

Communication and Publicity

Information on the activities of WNPP will be circulated via Minutes to attendees of WNPP meeting. PPG representatives will share these with their PPGs. Each representative takes responsibility for doing this.

Membership

The membership of the group is open to representatives from all Patient Participation Groups with general practice within West Norfolk. Additional attendance can be agreed for representatives from other related / interested organisations, however these attendees will have no decision-making powers (e.g. they cannot vote at the Annual General Meeting).

Period of Tenure

Members of West Norfolk Patient Partnership are on the group by nomination by their respective organisations or network and will continue as members until such time as the relevant Board, committee, organisation or network appoints successors.

Substitute Members

In the event of a member being unable to attend, they may nominate a substitute for that meeting.

Meetings

West Norfolk Patient Partnership will meet bi-monthly, excluding December and January. Additional meetings may be arranged to consider urgent issues at the request of members.

Chair and Vice Chair

The Chair will be a member of a Patient Participation Group nominated by West Norfolk Patient Partnership. Elections for the roles of Chair and Vice Chair will be held annually at the Annual General Meeting. The Chair and Vice Chair will be from different PPG's.

Decisions

Where a decision is required, that decision will be made by arrangement among all PPG representative members present.

Action Plan

WNPP will respond to issues raised from PPGs and voluntary groups. There will be flexibility at all times. Issues will be discussed and logged and appropriate action taken if necessary.

Monitoring and Evaluation

The work of the WNPP is monitored through a 'Log of Issues' report, which is reviewed and updated at each meeting.

Attendance Register

Attendance and apologies for absence by members will be recorded in the Minutes of each meeting.

Minutes of Proceedings

Minutes of the proceedings of each meeting of the WNPP will be drawn up, circulated and agreed as a correct record at the subsequent meeting subject to any agreed amendments. Members should agree, as far as possible, what outcome members want from the meeting and have a set of action points, rather than detailed set of minutes.

Persons in Attendance

With the agreement of members of the group, members may invite other officers or appropriate individuals to attend where their presence will facilitate the business of the meeting, such as guest speakers etc.

Administration and Support

West Norfolk Clinical Commissioning Group will provide administrative support for West Norfolk Patient Partnership and fund the venues and refreshments as part of their commitment to public involvement. Currently Community Action Norfolk are contracted to provide administration to the WNPP.

There will be a minimum of three clear working days notice of each meeting and Agendas and papers will be available at least three clear working days before the meeting.

Contact Details and Privacy

The Administration Support (as provided by Community Action Norfolk) will hold contact details of the WNPP. These will be stored securely in accordance with data protection regulations. These will only be used for WNPP communications and not shared with any outside parties. WNPP attendees agree that their details can be requested by other WNPP attendees for business relating to the WNPP. Attendees will be asked for their consent upon their initial contact with the WNPP.

Expenses

Out of pocket expenses for service users and carers will be reimbursed according to the existing West Norfolk Clinical Commissioning Group procedure for the payment of expenses for service users and carers.

Review

These Terms of Reference will be reviewed in October 2019.