

**South West London Integrated Urgent Care  
Patient Partnership Group  
Terms of Reference**

**Version: 1.5**

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**Status: DRAFT**

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**Change History**

Version	Date	Author	Comment
1.0	31/10/16	SB	Circulated to Mobilisation Board members
1.1	5/12/16	SB	Name change to Patient Partnership Group. Reduce number of patient reps per CCG to 3. Meeting time and dates added.  Circulated to Mobilisation Board members
1.2	8/12/16	SB	Updated following comments from patient representatives on Mobilisation Board
1.3			
1.4	13/11/20	PPS Draft	
1.5	24/6/2021	JB	Small changes to a title

## **1 Purpose**

- 1.1 The purpose of the Integrated Urgent Care (IUC) Patient Partnership Group (PPG) is to enable South West London (SWL) patients to effectively input in the provision, monitoring and commissioning of local IUC services, in line with the commissioning cycle.
- 1.2 The PPG provide a means of sharing information, and exploring ways of supporting and sustaining patient participation in developing pathways and improving services in partnership with the 6 Boroughs of the SWL CCG.
- 1.3 The PPG gives the opportunity for patients to engage with commissioners and providers of health care to influence commissioning of IUC services across SWL.

## **2 Roles and Responsibilities**

- 2.1 Provide an opportunity for members to gain a greater understanding of how health services are commissioned, provided and aligned in the SWL CCG.
- 2.2 Provide a forum where current issues that affect the IUC service in SWL can be debated.
- 2.3 Consider the impact of IUC service redesign and pathways developments in SWL and enable SWL CCG to consult patients about proposed and on-going developments.
- 2.4 Share good practice taking place within SWL or other areas.
- 2.5 Explore and support ways in which patients and the public can better contribute to the design and delivery of IUC services in SWL.
- 2.6 Review the outcomes of patient experience audits and patient satisfaction surveys.
- 2.7 Have oversight of the performance of the IUC service, including compliance with national and local quality requirements and Key Performance Indicators for NHS 111 and GP Out Of Hours services.

## **3 Membership**

- 3.1 Membership of the PPG is voluntary and open to patients elected or selected from the 6 SWL CCG Boroughs (Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth).
- 3.2 The PPG chair requires advanced notice of nominated representatives.

3.3 Each GP Borough may nominate up to 3 representatives subject to ensuring that only 2 attend a PPG meeting. A maximum of 2 members from each GP Borough shall attend any one PPG meeting.

3.4 Core membership will include:

- SWL CCG patient representatives
- Commissioning Lead for UEC and/or Quality Lead for UEC
- Clinical Lead, South London Doctors Urgent Care
- Operational Manager, South London Doctors Urgent Care

3.5 Additional members may be co-opted by agreement of the majority of core members.

#### **4 Quorum**

4.1 The meeting will be quorate when 6 or more members of the core membership (or their deputies) are in attendance including 4 patient representatives from 4 different GP Boroughs.

4.2 If the meeting is not quorate recommendations may be formed but no decisions will be taken.

#### **5 Chair**

5.1 The PPG will be chaired by a patient member elected by the PPG membership. In addition, one Vice Chair will be appointed to provide continuity.

5.2 All appointments to the posts of Chair and Vice Chair will be made by election, by the PPG membership and on an annual basis.

5.3 A quarterly agenda setting meeting will be held to help shape the business of the PPG. Core attendance will be the 2 PPG members (chair and vice chairs), Commissioning Lead for UEC and/or Quality Lead for UEC and South London Doctors Urgent Care (SLDUC) representative.

5.4 The PPG Chair and Vice Chair will attend the SWL Integrated Urgent Care Quality Oversight Meeting (QOM).

#### **6 Administrative Support**

6.1 SLDUC will be responsible for arranging the meetings and sending out the agenda, information and notes of meetings.

- 6.2 Action notes of the meetings will be taken and written in plain English. These will be circulated within 10 working days of the meeting.
- 6.3 Agenda items for the next meeting should be received 10 working days prior to the meeting.
- 6.4 The agenda and papers relating to any presentations or proposed discussions will be sent out at least 5 working days prior to the meeting.
- 6.5 Support is available for all members of the PPG where necessary, for example interpreters when the specific needs of the individuals are known.
- 6.6 SLDUC will provide and operate a strategic IUC Communications Programme agreed with the PPG and Commissioners, designed to enable up to date and timely two way communication between SWL patients and Providers.

## **7 Frequency and Location of Meetings**

- 7.1 The PPG will meet on a quarterly basis. An extraordinary meeting may be called by the Chair at 10 working days' notice.
- 7.2 An agenda and information will be circulated 10 working days in advance to enable members to consult with their Borough Patient Reference Groups.
- 7.3 Meetings will normally be held at SLDUC, Hanover House, 76 Coombe Lane, Norbiton, KT2 7AZ.
- 7.4 Meetings will normally be held from 6-7.30pm.

## **8 Ways of Working**

- 8.1 The views of PPG members shall not be interpreted as representing the views of all patients, nor indeed of all patients registered with their GP Borough.
- 8.2 All views and opinions expressed in the meetings will be respected.
- 8.3 Members will commit to attend the PPG regularly and send apologies if they cannot attend.
- 8.4 Where a member reveals medical or personal details about themselves/another individual, or confidential CCG matters are discussed, this information shall not be disclosed outside of the Group.
- 8.5 The PPG will invite relevant guest speakers to address its meetings as necessary and may invite the attendance and assistance of members of the public or representatives of health services, with agreement of the members.

8.6 The PPG will work to be inclusive, value difference and give equal opportunities to all, aiming to eliminate all types of discrimination on the grounds of race, culture, ethnic origin, nationality, gender, sexuality, disability, age, class, appearance, religion or caring role.

## **9 Accountability and dependencies**

9.1 The PPG will report into the SWL Integrated Urgent Care Quality Oversight Meeting via the Chair or Vice Chair. Recommendations made at the PPG will be reported to the SWL IUC QOM.

9.2 PPG members will seek the views of, and report back to, the appropriate GP Borough Patient Groups.

## **10 Review**

10.1 Once approved these Terms of Reference will be reviewed annually by the PPG.

Agreed: January 2021

Review: January 2022