

# Terms of Reference between Granta Medical Practices and the GMP Patient Participation Group (Issue 2)



## 1 Function of this Terms of Reference (ToR)

### 1.1 ToR Function

This ToR sets out the framework for Granta Medical Practices<sup>1</sup> (GMP) and the Patient Participation Group (PPG) to work together to provide GMP with independent feedback from its patient community, and also to meet the NHS General Service Contract requirement to establish and maintain a PPG.

### 1.2 Granta Medical Practices

GMP is a multi-site GP practice operating in Cambridgeshire and North Hertfordshire. In April 2025 there were 58,852 NHS patients registered across its GMP's 6 surgeries: Sawston (15,868); Royston Health Centre (12,502); Linton (11,922); Shelford (9,403); Royston Market Hill (4,636), and Barley (4,521).

### 1.3 GMP PPG

The GMP PPG is a voluntary organisation providing an independent voice of the GMP patient population. Its members and committee are current patients of GMP. The PPG governing document is a constitution, which sets out its purpose, how it is formed and organised.

### 1.4 NHS General Medical Services Contract

The NHS General Medical Services Contract (GMS) 2015/2016<sup>2</sup> requires GP practices to establish and maintain a Patient Participation Group (PPG) which is representative of its registered patients for the purpose of:

- a) Obtaining the views of patients who have attended the practice about the services delivered by the practice, and
- b) Enabling the practice to obtain feedback from its registered patients about those services.

*Note. The NHS GMS contract is due to be renewed in 2025/2026, and its requirements regarding a PPG may be changed.*

## 2 GMP and PPG interaction

### 2.1 PPG Patient communication

GMP will normally facilitate all communication between the PPG committee (the Committee) and the patient community.

GMP will ensure that all current and new registered patients are informed of the PPG and its role. They should also be asked if they wish to be a member of the PPG.

### 2.2 PPG General meetings

The PPG will facilitate its own meetings between its officers and the Committee.

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<sup>1</sup> Registered at Company House as Granta Medical Services Limited, Company Number 10498204, incorporated on 25<sup>th</sup> November 2016.

<sup>2</sup> Part 5 para 5.2.

GMP and the Committee will normally arrange four open General Meetings (including the AGM) which will be chaired and minuted by the PPG. External speakers may be invited to these meetings to inform the PPG on relevant topics. The location and timing of these meetings should be agreed to facilitate a wide patient participation.

PPG General meetings will be facilitated by GMP, and normally be held in person at one of GMP's facilities. Where possible, GMP will also facilitate on-line patient access to these meetings.

GMP will forward notice and information of General Meetings to all PPG members, and also make this information easily accessible on its website and patient noticeboards.

GMP will ensure where possible, that suitable staff representation of Patient Services, Management and Clinical Teams attend General Meetings.

### **2.3 GMP meetings with the Committee**

GMP will regularly share its plans for changes to patient services, and where possible use relevant feedback from the Committee (or wider PPG) in shaping those services. This should include meetings between the GMP management and PPG Officers, and by email as appropriate.

### **2.4 Patient community profile and information**

A requirement of the NHS GMS contract is that the PPG membership is regularly reviewed to ensure that it is representative of *the Practice's* registered patients. GMP will share anonymised patient data with the Committee for this purpose. This may include: postcodes, age profiles, type of patient contact, key patient groups, etc.

GMP will normally share with the Committee anonymised data regarding the patient feedback and complaints it has received regarding its patient services. This is not for the Committee to be involved in individual cases, but to ensure that the PPG is aware of relevant patient experiences, for the purpose of working with GMP to improve patient services.

## **3 FINANCE**

The PPG is an unfunded volunteer organisation. GMP will normally fund any running expenses or affiliation expenses, where agreed in advance.

## **4 ToR Review and Update**

This document will be reviewed as required by the PPG Committee and GMP. The agreed ToR will be posted in the PPG section of the GMP website.

(Agreed 19<sup>th</sup> August 2025)