

# PATIENT PARTICIPATION GROUP TERMS OF REFERENCE

## AIMS OF THE GROUP

To represent the patients of Wellfield Health Centre and work alongside the partnership and practice management to improve services to patients.

## MEMBERSHIP

- The PPG is open to all patients registered at the practice
- The patients that sign up to be part of the PPG must be committed to representing all patients and not the individual needs of the patients within the PPG
- PPG members must be committed to attending as many meetings as possible
- The PPG will endeavour to make sure that members reflect the diversity of the practice population
- A third of members shall form a quorum at meetings of the committee including a practice representative
- Membership will be automatically terminated in the event that member ceases to be a patient

## OBJECTIVES

The PPG will aim to:

- Act as an advisory group providing perspectives and concerns from patients that can influence how services operate, how accessible they are and how suitable they are for the patients
- Monitor and advise on practice communications e.g. leaflets, social media and website
- Carry out surveys to measure for example patient satisfaction, health needs, awareness and expectations
- To monitor complaints and comments received about the practice and contribute to action plans
- To support health awareness and patient education
- To advise and act as a consultative group for any changes within the practice
- To review the results of patient surveys and suggest changes where appropriate

## MEETINGS

- The PPG will meet every quarter for no longer than 1.5 hours unless specifically requested.
- Any member of the PPG who is unable to attend a meeting to send their apologies to the group secretary
- The Practice Manager of Wellfield Health Centre to endeavour to attend all meetings and a GP will attend where practical, to present news of developments within the practice and to respond to issues raised by the PPG
- Other members of practice staff and third parties may also be invited to attend
- Minutes of the meeting will be sent to all members of the PPG
- Minutes and notices to be shown on the Practice website and via other appropriate communication channels to ensure maximum patient contact.

## **GROUND RULES**

- The PPG meeting is not a forum for individual complaints and personal issues.
- Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion!
- Open and honest communication applies to all.
- All views are valid and will be listened to.
- Be flexible, listen, ask for help and support each other.
- No phones or other disruptions.
- Respect the practice and patient confidentiality at all times.
- Discrimination on any grounds will not be tolerated.
- Demonstrate a commitment to delivering results as a group.
- Start and finish meetings on time and stick to the agenda.

## **WELLFIELD HEALTH CENTRE COMMITMENT**

- Wellfield Health Centre will commit to attending the PPG meetings
- Wellfield Health Centre will take forward issues and recommendations from the PPG and supply the responses of actions taken as a result
- Wellfield Health Centre will keep the PPG informed of service development