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## ***Patient Participation Group Terms of Reference***

### **1. Introduction**

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

GP practices also have a duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors and practice staff to:

- promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery
- provide a locality support process so that local needs can be identified

### **2. Role and Remit**

The PPG will enable the practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice
- Facilitate debate among local residents and workers concerning health needs, health priorities and current service provision
- Provide a framework for the input of information relating to health commissioning priorities.
- Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
- Ensure the needs and interests of all patient groups are taken into consideration - including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups

- Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients
- Support the Practice to achieve its health promotion aims
- Review and where appropriate provide advice and recommendations on the Practice's annual patient survey

### **3. Membership**

The membership of the PPG will include:

- Patient Representatives
- GP Partner
- Representatives from the practice team: the Practice Manager and persons from the Nursing, Dispensary and Admin Teams

Patient members do not need to represent other interest groups but efforts will be made to ensure a spread of membership in terms of age and gender.

Any patient who has an ongoing grievance with the practice cannot join the PPG until the issue has been resolved. This is to protect the individual, the PPG and the practice from any possible conflict of interest.

### **4. Meetings**

Meetings will be held once a quarter and notice of meetings will be given beforehand.

Dates of meetings will be publicised in the practice waiting areas, where a copy of the Group's minutes will be displayed for patients to read.

### **5. Management of Meetings**

The group will initially be chaired by a practice representative although this can be delegated to a patient representative as the Group becomes established. For example, a chair and vice-chair will be appointed annually by the Group.

Quarterly Meetings will be held on the Practice premises.

A representative from the practice team will attend meetings

All members of the group will be contacted in advance

All patient representatives should contact the practice manager with any questions or issues

All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting

### **6. Decision-Making**

The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group.