

## Terms of reference

The Appletree PPG will:

1. Contribute to practice decision-making and will consult on service development and provision;
2. Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary;
3. Serve as a conduit / link
  - for dealing with patient feedback (not individual complaints) about the practice – putting forward views and creating appropriate lines of communication;
  - to disseminate information to the wider patient group regarding activities and developments at the Practice, thereby aiding patient understanding.
4. Assist the practice and its patients by arranging voluntary groups/support within the community;
5. Communicate information about the community which may affect healthcare;
6. Give patients a voice in the organisation of their care;
7. Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
8. Influence the provision of secondary healthcare and social care locally;
9. Respond to issues raised, such as aftercare and support when back in the community;
10. Give feedback to NHS trusts on consultations;
11. Fundraise, if felt necessary and appropriate, to improve the practice and/or fund the activities of the PPG; and
12. Liaise with other PPGs in the area.