



Bringing the community into the practice

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.

Following the introduction of Practice Based Commissioning, GP practices also have a legal 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 share the views of patients, doctors, practice staff and local commissioners to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery

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 encourage patient involvement in the practice
- Provide a framework for the input of information relating to health commissioning priorities.
- Collect feedback 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 any annual survey which the practice has to undertake.

3. Membership

The membership of the PPG will include:

- patient representatives
- representatives from the practice team: the Practice Manager and/or a person from the admin team
- any other attendees who may be able to offer value to any specific meeting

Patient membership will be open to anyone registered with the practice however to ensure that each meeting is manageable attendance will be limited to up-to 25 people.

4. Meetings

Meetings will be held 4 times a year (quarterly) and notice of meetings will be given at the beginning of the year or at least 28 days beforehand. When meetings need to be cancelled/rearranged less notice may be given.

Dates of meetings will be publicised in the practice waiting areas as well as on the practice website and copies of the minutes of meetings will be made available to all patients.

5. Management of Meetings

The group will be chaired by the PPG chair-person who will be a patient representative. They will be supported by a vice-chair. However if neither a chair or vice-chair has been appointed (or is available) the role will be undertaken by the Practice Manager.

The chair-person should be confirmed annually and re-election should take place every two years. A representative from the practice team will attend meetings to take minutes and organise agendas and papers.

All members of the group will contact the chair in advance of the meeting if they have any items they wish to be included in the agenda for the next meeting. Additional urgent items can also be added to the agenda on the meeting day if group members feel they need to be discussed rather than delayed.

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 either during or outside of any meeting.

6. Quorum and Decision-Making

At Group meetings a quorum will consist of 3 members which may include the chair-person, vice-chair or Practice Manager. 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.

Reviewed April 24

Next Review April 25