

Mayford House GP Practice

Patient Participation Group (PPG)

Terms of Reference

Name

The name of the group is the Patient Participation Group (PPG) for the Mayford House GP Practice.

Aim of the PPG

The aim of this PPG is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the Practice remains accountable and responsive to all its patients' needs.

Ground Rules

- The PPG meeting is not a forum for individual complaints or personal issues.
- 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.
- Mobile phones on silent or switch off to minimise disruption.
- 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.

Membership

The PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

The PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join. There are no other membership requirements except that patients must be registered with the practice.

A GP and the Practice Manager is part of the group.

The Key Objectives of the PPG

In partnership with the Practice, the PPG aims to:

- to give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- to provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To act as a consultative group for any changes at the practice.
- to explore solutions to ongoing issues highlighted by patient complaint data and patient surveys, to contribute to action plans and help monitor improvements.
- to contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback; to propose developments or change.
- to facilitate links with voluntary groups and services within the community.
- to support health awareness and patient education.
- to provide up to date material for any PPG noticeboard and the PPG pages on the Practice website.

Meetings

- The PPG will meet at least 4 times a year and these meeting dates will be set in advance.
- Members will send apologies in advance of the meeting if they are unable to attend.
- A Practice GP, or deputy and the Practice Manager will attend all PPG meetings to present news of developments within the practice and to respond to issues raised by the PPG.
- At the discretion of the Chair the GP can be requested to attend part or all of the meeting. Other staff of the Practice or other parties from outside the Practice may also attend by invitation.
- Copies of the minutes of meetings will be prepared by or sent to the Practice Manager for distribution to the practice staff and to be made available to patients on notice boards and through any other communication means deemed to be appropriate.