

NORTHFIELD MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

TERMS OF REFERENCE

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

The key role of the group is to bring the patients and members of the practice team to work in partnership in order to promote wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Northfield Medical Centre provides medical services for the areas/communities around Blaby and covers a total practice population of approximately 12030 patients.

Role and Remit of the Group

The PPG will be one way in which the Practice will 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.
- Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems, telephone systems, providing information about and promoting understanding of such systems
- Support the practice to achieve its health promotion aims
- Ensure patient participation and consultation of new developments
- Review and where appropriate provide advice and recommendations of the practices annual patient survey
- Ensure the needs and interests of all patients groups are taken into consideration – so as not to discriminate against patients with specific illness, disability or ethnic groups etc.

Membership

The membership of the PPG will include:

6 patient representatives (as a minimum)

1 GP Partner

A member of the Senior Management Team

Patient members do not need to represent other interest groups but efforts will be made to ensure a fair spread of membership to represent the practice population.

Meetings

Meetings will be held bi-monthly and notice of the meetings will be given at least 7 days in advance.

Management of Meetings

The PPG will elect a chairperson, vice-chair and secretary for the group. These posts will be appointed on an bi-annual basis. Posts will be held for a maximum of 2 years.

Meetings will be held at Northfield Medical Centre

The secretary will be responsible for taking minutes and organising agendas etc.

All members of the group will be invited to raise items to be put on the agenda

All members of the group should contact the Chairperson if they have any questions or issues.

The PPG is not a forum for dealing with practice complaints, which must be dealt with in accordance with the practice complaints policy.

All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information either during or outside of the meetings.

Quorum and Decision-Making

At group meetings a quorum will consist of 5 members. The PPG will aim wherever possible to reach decisions 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 : 13th April 2023