

STENHOUSE MEDICAL CENTRE

Patients Participation Group (PPG)

TERMS OF REFERENCE AND MEMBERSHIP

1) Aims

- *Provide a forum for patients where they will have the opportunity to collaborate with and support the practice, and provide a patient perspective to the practice.*
- *Enable, where appropriate, patients to influence local health care services*

2) Objectives

- *Providing a link between the practice staff and, where practicable, the views of all Stenhouse registered patients.*
- *Reviewing patient feedback annually as part of a practice led survey.*
- *Provide a link for the practice to wider community representative groups i.e., other PPGs, self-help groups and any other local charities.*
- *Share best practice and good ideas that are picked up from elsewhere which may enhance the wellbeing of patients and staff.*
- *Give input to practice communications to ensure clear, plain English, for example, practice information leaflets, website content.*
- *Provide a sounding board and input for major changes to the services.*
- *Support the practice in its dealings with other bodies.*
- *Review these terms of reference on an ongoing basis.*

3) Membership

- *The group will consist of up to 12 members who are registered patients of Stenhouse Medical Centre, plus a member of the practice admin team.*
- *All members will complete and sign a confidentiality form.*
- *A chairperson and secretary will be elected from within the group, preferably from the patient group.*
- *Patients who are interested joining the group should inform the practice. Places will be offered once a vacancy is available.*
- *If a member is unable to attend, they should offer their apologies ahead of the meeting.*
- *If a member is disruptive or uncooperative within the group, they may be asked to resign by the chairperson after consultation with the group.*

4) Meeting frequency

- *A minimum of three members must be present for the meeting to be declared quorate.*
- *The group will normally meet on a 6-weekly basis. Ad Hoc meetings may be scheduled to deal with any urgent matters.*

5) Minutes

- *Meetings will have an agenda and minutes will be taken. Minutes of the meetings will be available for patients and public information via the Stenhouse practice website.*
- *Members will agree to treat all items discussed as confidential where appropriate.*