**Collingham Medical Centre Patient Participation Group (PPG)**

**Terms of Reference**

**Aim of the Group**

* To represent the patients and be ambassadors of the Collingham Medical Centre working alongside the Partners and practice staff to improve services to patients.
* To help communicate information to the wider community

**Membership**

* The PPG is open to all patients registered at the practice and will be limited to 16 active members. If further expressions to join are received, these will be held on a waiting list with the Chair.
* PPG members will attend 75% of meetings per year to maintain membership. If unable to attend, to send apologies to Secretary.
* The patients that are part of the PPG must be committed to representing all patients and not the individual needs of the patient within the PPG.
* The PPG will endeavour to make sure that members reflect the diversity of the practice population.
* A Chair, Vice-Chair and Secretary will be elected from the group.
* Membership will be automatically terminated in the event of that member ceasing to be a patient at the practice.

**Objectives**

The PPG will aim to:

* Act as an advisory group providing perspectives and concerns from patients that can influence how services operate; how accessible they are and how suitable they are for patients.
* Advise the practice on how to improve communications with patients in the most beneficial way.
* To receive an annual summary of complaints and comments received about the practice.
* To advise and act as a consultative group for any changes within the practice.
* To review the results of patient surveys and suggest changes where appropriate.

**Meetings**

* The PPG will meet, at least, every quarter and these dates and times will be set in advance after each meeting.
* The Executive Partner of Collingham Medical Centre will endeavour to attend all meetings and to present news of developments within the practice and respond to issues raised by the PPG.
* Other members of the practice staff may attend or third parties may be invited to attend if there are particular knowledge sets are required.
* Minutes of the meeting will be sent to all members of the PPG as well as other communication areas deemed appropriate.
* Minutes and notices to be shown on the practice web site to ensure maximum patient contact to ensure all patients are kept informed.
* Only member of the PPG who are registered patients will have the right to vote.
* The PPG will require 8 members of the group to be quorate and a majority vote will be accepted.

**Collingham Medical Centre Commitment**

Collingham Medical Centre will

* commit to attending the PPG meetings
* take forward issues and recommendations from the PPG and supply the responses of actions taken as a result
* keep the PPG informed of patient service developments and policies.

*Agreed & Ratified – 11 Dec 17*

*Review - Dec 18*