

Patients' Voice Terms of Reference Hanscombe House Surgery

The Group shall be called the Patients' Voice and shall be affiliated to the National Association for Patient Participation (N.A.P.P).

1. Aims of the Patients' Voice Group (PVG)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- 1.3 To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 1.4 To act as a representative group to support the practice and influence local provision of health and social care.

2. PVG Structure and Membership

- 2.1 Membership of the PVG shall be open to all registered patients 16 years and over. Membership aims to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages, and abilities as required in the GP contract.
- 2.2 All registered patients of the practice are automatically members of the e-Patients' Voice Group (e-PVG). Removal of a patient from the patient list will mean that he/she will cease to be a member of either Group.
- 2.3 The PVG will be non-political and non-sectarian and will, at all times, respect diversity and exemplify its commitment to the principles contained within the Equality Act.

and opportunities for patients to comment (e.g., via a suggestion box). The PVG will, where possible, regularly meet and greet and engage with patients in the waiting area and engage in National Association of Patient Participation (NAPP) events.

- i) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- j) Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.
- k) To produce Newsletters and an Annual Report informing patients of the work of the Practice and activities of the PVG. These will be made available in the surgery and on the Practice/PVG web pages.
- l) To be involved, where required, in Care Quality Commission (CQC) inspections.

8. Signed agreement

NB: To ensure a jointly agreed approach by the practice and PVG members, this section should be signed by both parties.

These Terms of Reference were adopted by the Patient Participation Group Members (as they were known before the VPG, at the meeting held at Hanscombe House Surgery on 10th January 2023 and may be reviewed according to emerging needs.

Signed by: Kristina Lawson Dated: 19/01/23
Kristina Lawson - Acting PVG Chair

Signed by: Janine Ellis Dated: 17/01/23
Janine Ellis, Business Partner
For Dr Oates & Partners