

Memorandum of Understanding

Between

Albany Practice

and

their Joint Patient Participation Group

This Memorandum of Understanding sets out the terms of reference and understanding between the GPs, Partners, Practice Management, Reception and Staff of the Albany Practice AND their Patient Participant Groups, operating as one Patient Participation Group (PPG).

Role of the PPG

PPGs are 'grass roots' groups which develop organically in communities from volunteer patients wishing to take a more active role in working with their GP practice. PPGs work in a partnership based on mutual trust and respect with their GPs and practice teams to ensure that services provided by their practice are responsive to patients needs and the quality of care continuously improves.

PPG Activity

PPGs develop a unique relationship with individual GPs and practice teams based on mutual trust and respect as partners in raising quality of service. PPGs undertake practical activities on behalf of the practice such as conducting surveys, assisting with flu campaigns, running practice health awareness events etc.

PPG Participation

Open to all patients registered at a GP practice operating from the Brentford Health Centre. In addition, the Practices demonstrate their commitment to and value of patient engagement through ensuring there is regular attendance at the PPGs by GP, Partners, Practice Management, Reception and Staff representatives of each of the Brentford Group Practices.

Unified Principle

The fundamental principle of all our activity is that great healthcare service delivery is based on a continuous commitment to building quality relationships arising from:

- (i) **Transparency** in communication and;
- (ii) **Understanding** the experience of each other at the practice (GPs, Partners, Practice Management, Reception and Staff) and the wider community.

The patients, working collaboratively with the GPs, Partners, Practice Management, Reception and Staff aim to:

- a. To provide a forum that fosters ongoing advancement in communication and mutually supportive relations between patients and their Practice.

- b. To establish and foster ongoing advancement in community engagement, so that the PPG membership reflects the rich diversity of our local community, including ongoing outreach contact.
- c. Develop a sense of partnership between Practice and patients.
- d. Provide an avenue for patients' input into the way facilities and services are planned and executed to influence those services.
- e. Review and discuss reforms in the healthcare service as they impact the Practices.
- f. Provide constructive two-way feedback on patient and community needs, concerns and interests.
- g. Support the Practices in health promotion, preventative medicine, health literacy and providing good patient care, through progressive community engagement activity.
- h. Collect patients' opinions and experiences to help the practice to evaluate its service.
- i. To provide patients with the means to express their views about the available Health Care to those with responsibility for:
 - 1) commissioning that care and
 - 2) those providing it.
- j. Draw on the knowledge and experience of our members to improve our ability to take appropriate responsibility for maintaining good health.
- k. Maintain a high standard of effective partnership and communication between professional / administrative healthcare staff and the patients.
- l. Provide appropriate and relevant information to the local community on healthcare that supports awareness of the health care provided by the Health Centre and encourages better self-care and preventative healthcare measures, by way of information dissemination and workshops/presentations hosted at the Centre.
- m. To keep under review ways of collecting money to fund the purchase of equipment for the benefit of the patients of the practice.

Date Proposed: March 2021

Date agree : tbc