

TERMS OF REFERENCE OF THE PATIENT REFERENCE GROUP

1. Title of the Group

The Group shall be called Patient Participation Group (PPG), at High Street Surgery

2. Purpose of the Patient Participation Group

- To Help the Practice make improvements to service for all patients
- To work as an intermediary and liaison link between patients and Practice staff

3. Aims and Objectives of the Group

To promote co-operation between the Practice and Patients to the benefit of both.

- To obtain the views of our service users with a view to improving our services – from a usability perspective and a clinical quality perspective.
- A forum for patients to understand what really goes on behind the scenes in a GP Practice, making it easier for service users to understand why things are done in a certain way and to understand how the Practice and NHS works.
- An opportunity to raise awareness of new services through our group members
- Assist to reduce complaints and concerns of patients

4. Membership of the Group

- Maximum of five members, any additional requests to join the PPG group will be placed on a waiting list.
- Membership of the Group shall be open and free to all registered patients and staff of the Practice. This group can be virtual but would need to attend at least one meeting per annum. Removal of patient from the practice list, for whatever reason, will disqualify continuing membership of the group.

6. Group information sharing

- The Group will be kept informed of the Practice updates and any changes.
- The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.
- The Group will contribute to, and be kept informed of, Practice decisions.
- The Group will advise the Practice on the education needs of the community by encouraging and supporting activities and to promote preventive medicine and healthy lifestyle choices.

- The Group will represent patients at the Practice
- To support practice campaign such as Flu.

7. Ground Rules

- Turn mobile phones off or switch to silent
- Listen to and respect one another's views – they're all equally valid
- There's no such thing as a stupid question or idea
- Use plain English and explain jargon or abbreviations
- Avoid interrupting others and talking over people
- Matters discussed will be confidential unless otherwise stated. Avoid discussing personal or individual health cases
- Don't make assumptions and put any personal preconceptions aside
- Make criticism constructive
- Aggressive behaviour will lead to removal from the PPG.

8. What it is not:

- Not a forum for individual complaints
- Not an appreciation society. We need to get a healthy balance between due praise and constructive challenge
- Not an exclusive or elite group. We must be mindful that the group should represent a wide range of patients and their needs: the young, the old, mental health service users, travellers, people with learning disabilities etc.
- It doesn't come with rights or privileges around accessing and approaching the practice.

9. Meetings of the Group

- The Group will endeavour to meet quarterly
- Meeting information about the PPG's activities will be displayed on High Street Surgery's website.

10. Support from the Practice

- Keep the PPG informed of the priorities for the Practice specifically targets and issues from the CCG and HS generally
- Provide practical and administrative support for agreed initiatives, meetings, public materials etc
- Liaise with practice staff including GPs/Healthcare professionals.