



The New Surgery, 128 Canterbury Road, Folkestone, Kent CT19 5SR

The New Surgery Patient Participation Group (PPG) Terms of Reference

Aim of the group

To represent the patients of The New Surgery and to work in partnership with GPs and practice staff to improve services for patients

Membership

- The PPG is open to any patient registered with the practice
- It should be reflective of the patient demographic of the practice
- The maximum number of patients in the group is 12
- The PPG will elect a Chair to run meetings and guide the work of the group.

Objectives

In partnership with the practice, the PPG aims:

- To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice
- To communicate to the practice areas of patient concern with a view to influencing change
- To act as a consultative group for any changes at the practice
- To encourage and support the role of the practice in involving patients in their own care
- To monitor complaints and comments received about the practice
- To review the results of the patient survey and suggest changes as appropriate.

Meetings

- The PPG will meet at least 4 times a year and these meeting dates will be set in advance
- Members will send apologies in advance of the meeting if they are unable to attend
- Members who fail to attend or send apologies for three consecutive meetings will be automatically disqualified from the group
- A Practice GP or deputy, and whenever possible the Practice Manager, will attend all PPG meetings to present news of developments within the practice and to respond to issues raised by the PPG
- Practice staff will send apologies in advance of the meeting if they are unable to attend allowing enough time for the meeting to be rescheduled if deemed necessary

- At the discretion of the Chair the GP can be requested to attend part or all of the meeting. Other staff of The New Surgery or other parties from outside the practice may also attend by invitation.
- Copies of the minutes of meetings will be prepared by or sent to the Practice Manager for distribution to the practice staff and be made available to patients on notice boards and through other communication means deemed to be appropriate.

Dissolution

- If the PPG considers it appropriate to dissolve, patients will be notified of the proposal. Such notice to be displayed in the waiting room and on the practice website. Full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting where the proposal may be upheld or suspended.
- Notice should be given at least one month before the proposed final meeting of the PPG. Reasons for the dissolution or other action to be duly recorded in the minutes and published.

The New Surgery Commitment

- The Practice manager or delegated Practice Staff member will attend all meetings
- The New Surgery will commit to attending meetings of the PPG, taking forward issues and recommendations from the PPG and supplying responses of action taken as a result and will be party to decisions taken by the PPG.
- The New Surgery will keep the PPG informed of service developments and bring them for discussion at PPG meetings, including how the wider practice population can get involved in these discussions.