

## **Terms of Reference (TOR)**

### **Overall Terms of Reference:**

1. Be a forum for the exchange of information on health and related issues including practice performance, promote health education and where appropriate influence local health care issues, and advise on patient education/awareness.
2. Assist the practice to
  - a) conduct patient surveys, including the Friends and Family Test
  - b) give patients a voice in the organisation and provision of their health care
  - c) provide a means for patients to make suggestions about the practice
  - d) review patient feedback and make suggestions on how to respond appropriately
3. Be a 'critical friend' to the practice by providing feedback on patients' needs, concerns and interests and challenging the practice constructively whenever necessary, e.g. commenting on survey results and patient complaints.

### **Supporting the Practice**

1. Support the practice in helping patients to become better informed about their health care options, how to access care, and from whom, by inputting questions where appropriate to the Friends and Family Test or supplementary questionnaires.
2. Promote good health and higher levels of health literacy amongst patients by supporting activities within the practice, promoting self-care and providing information about maintaining health and wellbeing.
3. Support the practice and patients to adopt a shared decision making culture so patients get the most from their visits to the surgery and wider NHS.
4. Contribute to practice decision making and consult on proposed changes to practice service development and provision.

### **Communications**

1. Help in the provision of clear and effective practice /patient communications in easily understood language. The practice to provide access to enable this via:
  - Web-site
  - M-jog (text messaging service)
  - Waiting room electronic screens
  - Roller banner screen
  - Newsletter
  - Letter box
2. Provide links for patients with specific needs to form or join existing local support groups and provide support for patients to get information to maximise effective use of practice services.
3. Provide feedback to the practice on patients' experiences, concerns and unmet needs relating to services received from local healthcare providers and other health and social care bodies.
4. Seeking feedback from the practice on current issues and trends relating to how patients are using services including inappropriately and how the PPG can support the practice to address these.

### **Liaison across the healthcare community**

1. Influence the provision of local community and secondary health and social care and act as patient representatives as appropriate, e.g. through representation on Rushcliffe CCG Active and other groups including those across South Nottinghamshire.

2. Liaise with other local PPGs (e.g. CASTLE PPG and other Rushcliffe CCG Active PPGs), Nottinghamshire Healthwatch, RCVS etc. to share best practice and good ideas from elsewhere (e.g. from NAPP) which might enhance the wellbeing of our patients and or staff.

### **Meetings**

1. See previous section (purpose, membership, meetings and minutes)
2. Provide patient representation at the Quarterly Practice Development Meetings (QPDM). The practice to give one month's notice of dates.
3. Hold an annual general meeting and to publish an annual report showing the work of the PPG and how it has provided a link between the practice staff and the wider patient population.
4. Review and revise the TOR annually or as required.

**Patient Participation Group  
October 2017**