

## **Terms of Reference**

### **Aims of the PPG**

- 1.1 To facilitate good relations between the GP practice 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 & Advocacy group to support the practice and influence local provision of health and social care.

### **Activities of the PPG**

- 5.1 Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services in-line with the priorities that the surgery must work on.
- 5.2 Review any feedback received about the services delivered by the practice with practice staff and relevant members of the Patient Engagement Group (or PPG) with a view to agreeing the recommendations or improvements (if any) to be made to those services.
- 5.3 Communicate information which may promote, advocate for or assist with health or social care in your local community.
- 5.4 Maintain a presence for all patients in your local community, providing various ways in which the patients can contact the Patient Engagement Group (or PPG) with suggestions, questions and options for joining. The presence doesn't always have to be in the surgery, utilising local area and 'hot spots' where locals gather is also acceptable.
- 5.5 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively, through advocating and supporting the surgery's ways of working and pathways. Sharing of new roles and educating the patient population on seeing the right person and the right time.

## **Objectives**

1. Assist with the production of a quarterly newsletter
2. Assist with the noticeboards and displays in the surgery
3. Act as a sounding board for patient communication to ensure it is jargon free
4. Help to ensure that the website is patient friendly.
5. Support the surgery at vaccination events or similar
6. Assist with patient surveys
7. Help to identify and attend local support groups
8. Identify fund raising needs and a plan of action

9. Identify where the PPG could assist with the surgery workload