

Patient Participation Group (PPG)

Terms of Reference

1. Purpose

The Manor Park Surgery Patient Participation Group (PPG) exists to ensure that:

‘The practice and its patients have the opportunity to work together to improve local services’

2. Membership

The structure of the PPG will include:

- Chair – Practice staff or patient member
- A PPG lead from the practice and a member of the wider staff team
- Patients registered with the practice
- Others may attend for specific agenda items

3. Quoracy

5 members (patient representatives and staff) are required for the group to run.

5 members (patient representatives only) are required for the group to make decisions.

4. Frequency and timing of Meetings

Meetings will take place on a quarterly basis (or as necessary)

5. Administrative Support

The PPG will be supported in its work by a member of the admin team who will:

- Prepare meeting agendas and ensure the agenda together with any supporting documents/information received by members at least five working days before a meeting.
- Prepare draft minutes for the Chair’s approval within seven working days and issue approved minutes within 14 working days of a meeting.
- Add all documents to the practice website within 14 days of the meeting.

6. Functions and remit

- To work with the practice to understand the needs of the wider community
- To champion the views of the wider community by encouraging the practice to respond to patient feedback
- To contribute to the continuous long term improvement in quality of patient care and patient experience
- To promote health and wellbeing for everyone in the local community
- To act as a critical friend to the practice
- The group will also:
 - provide a safe space for members to discuss any challenges they may face when championing the patient voice
 - provide a forum for members to share information and ideas
 - develop an understanding of the constraints and challenges within primary care
 - provide inspiration and encouragement between members
 - improve the confidence and self-esteem of PPG members

7. Patient members role

PPG members are encouraged to:

- Familiarise themselves with the ground rules and terms of reference for the group
- Acknowledge diversity and consider the needs of the wider community
- Be objective, have a balanced approach, and draw on and use their perspective as a member of the public to contribute to group debates and decisions
- Be committed to working collaboratively with the GP practice, other practices in the Primary Care Network (PCN) and wider organisations and business in the locality
- Access training and peer support where required
- Join the CCG Network to receive updates and opportunities for the PPG