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| Document title  | Patient Participation Group Terms of Reference |
| Confidentiality statement | This is a controlled document available to patients and all members of the practice team. |
| Document Owner  | Anna Kowalczyk – Practice Business Manager |

# TERMS OF REFERENCE

1. **Title of the Group**
* The Group shall be called the Patient Participation Group (PPG) of the Grove Medical Centre.
1. **Aim of the Group**
* The aim is to work in partnership with staff of the Grove Medical centre in order to improve communication and co-operation between the practice and patients to the mutual benefit of both. To work alongside practice staff to facilitate information and patient education events to enable patients to develop a better understanding of their own health needs.
1. **Membership of the Group**
* Membership of the Group shall be open and free to all registered Patients and staff of the Practice.
* In order to aid group efficiency, the group shall comprise of a maximum of 20 meeting attendees, however, the actual group number can comprise more, as some members may wish to participate via e-mail.
* If a member fails to attend meetings for one year and does not communicate with the group, it will be assumed that they have no further interest in the PPG and will receive no further minutes of meetings
1. **Activities of the Group**
* The Group will be kept informed of the Practice policies relating to the Ipswich and east Suffolk Clinical Commissioning Group (IESCCG) to which it belongs. It may express opinions on these policies on behalf of the patients.
* The Group will contribute to, and be kept informed of, relevant Practice decisions.
* The Group will produce a newsletter three times a year to inform patients of the work of the Practice and activities of the Group. The Newsletter will be available in paper format from the surgery, via e-mail and will be made available on the practice website.
* The Group will represent patients at the Practice in seeking to influence local provision of health and social care.
1. **Meetings of the Group**
* The Group will endeavour to meet no fewer than three times a year.
* In order to be quorate, at least four members of the PPG must be present (including the Chair or deputy Chair)
* The Group will look at the Action Plan at the first meeting of each year.
* Notices of meetings, reports on meetings and information about the PPG’s activities will be displayed in the surgery waiting rooms and on the Practice website.
1. **Organisation of the Group**
* The Group will elect or re-elect a Chair, Vice Chair and Secretary at an annual meeting.
* Administrative assistance will be provided by staff at the Practice.
* The Annual General Meeting will normally be the first meeting of each year.
* A sub-committee consisting of the Chair/Vice Chair/Secretary will agree agenda items for each meeting. Members can put forward agenda items by contacting any member of the sub-committee.
1. **Ground Rules of the Group**
* We advocate open, honest and respectful communication
* We will be flexible, listen, ask for help and support each other
* We will demonstrate a commitment to delivering results as a group
* The Group will aim to keep the meeting to 1.5 hours duration.
* Meetings are not forums for individual complaints and single issues

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**Unless stated, standard review is 12 months from re-issue.**