**Elm House Surgery & Cator Medical Centre Patient Participation Groups (PPGs)**

**Terms of Reference**

These Terms of Reference were adopted by the PPG with effect from 29th March 2018 and may be reviewed according to emerging needs.

**Aims & Purpose**

* To promote good relations between the practice and patients by communicating patients’ experiences, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments.
* To help maintain good relations and communications between the practices, the local community and other relevant bodies.
* To explore ideas and areas for improvement or change identified from patient surveys
* To be a forum for ideas on health promotion and self-care.
* Be consulted on service development within the surgeries, or wider secondary healthcare services commissioned by the CCGs. However the final decisions on service delivery rest with the practice.
* To carry out an annual patient satisfaction survey in partnership with the practice and to assist the practice to implement the resulting action plan.
* To evaluate and review the effectiveness of the PPG not less than once a year.

**Membership**

* Membership is open to all registered patients aged 16 or over and their carers (who may be registered elsewhere)
* Members should be there to support the group, the practice and the patients and not to pursue their own personal agenda or complaints as these should be taken forward though other appropriate channels.
* Membership should aim to be representative of the practice population.
* Support will be provided by the Administration Manager and designated staff from the practice as deemed appropriate.
* A core group membership not exceeding 24 members (12 from each practice) will meet quarterly.
* A Virtual PPG will also exist to access wider patient views and opinions.

**Structure**

* In order to maintain diversity of views and opinions, membership of the core group will be for no longer than 2 years. Although any members can remain part of the VPPG for as long as they wish to do so.

**Reporting**

* The PPG meetings will be minuted with highlighted action points.
* The Administration Manager or other designated staff will act as the point of liaison with the practice.
* The group can expect direction, feedback and suggestions from the practice when required.
* Minutes will be made available to the wider practice population via information in the waiting rooms/notice boards and /or via the practice websites.

**Meetings**

* Meetings will be held in the afternoon on the first Thursday of each month in March, June, September and December each year.
* The quorum (minimum number of people required to be present for decisions) for meetings is 10 PPG members plus 1 GP practice representative.
* An agenda and any meeting papers will be sent to all core members in a suitable format at least five working days before each meeting date.
* All members can contribute agenda items.