



THREE SHIRES MEDICAL PRACTICE PPG

TERMS OF REFERENCE FOR THREE SHIRES MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Introduction

These Terms of Reference set out what the Patient Participation Group exists for, and how it may operate, to the benefit of all the patients of Three Shires Medical Practice.

Aim of PPG

Three Shires Patient Participation Group (PPG) is a group of Three Shires patients and supported by Practice staff who meet to bring forward ideas and suggestions for the benefit of the Practice and its patients.

PPG Objectives

- Act as a representative group of patients to inform, advise and influence the Practice from a patient perspective,
- Provide a focus for patients to channel ideas and suggestions regarding Practice services and health care,
- Help the Practice to organise health events and projects to promote the health knowledge of specific groups of patients,
- Improve and develop communication between the Practice and the patient population,
- Assist with collection, collation, discussion and dissemination of survey information to and from the patient population,
- Develop membership of a Virtual PPG to engage with and enable communication with as many Three Shires patients as possible,
- Help the Practice to fundraise for medical equipment or other facilities to improve the Practice and/or support PPG activities,
- Influence both the Practice and (with other local PPG's) NHS and social care commissioners to improve local health and social care provision
- Help to fill gaps in services by signposting patients to available support, providing services such as patient libraries, volunteer transport, befriending and support groups.

PPG Membership

Group membership is open to all Practice registered patients, however the number of patients serving on the group should ideally be no fewer than 10 and no more than 20 with the aim of at least two patient members from each Practice site.

- PPG meetings should be quarterly but more frequently if needed,
- A member of the Practice Team, (GP, Practice Manager, Other Clinical or Support Staff) will attend each meeting,
- After the initial meeting(s), meetings should be chaired by a patient; the PPG should elect a chair and secretary; an election for chair and secretary should take place at a PPG AGM each year,
- A quorum for each PPG meeting will be four members one of whom will be a member of the Practice Team,
- A virtual Patient Reference Group will be continued and developed to support and inform the work of the PPG; there should be no limit to the number of patients on this group; they will be contactable by e-mail to respond to issues affecting fellow patients,
- Virtual Group members should have the opportunity to help with projects and be kept informed of PPG meetings and their outcomes,
- PPG members must respect patient and Practice confidentiality, will not receive any increased benefits to their own personal health care needs by being part of the group and will not be expected to deal with personal patient complaints which if they arise must be passed directly to and dealt with by the Practice Manager.

Day to day guidelines:

- The group is not a forum for individual complaints or single issues,
- Communication must be open and honest and constructive challenge between group members should be encouraged,
- All views are valid and will be listened to, there is no such thing as a silly question,
- Group members will be flexible, listen, ask for help and support each other,
- The venue for Group meetings will rotate between the surgeries,
- Group members will be asked to sign the Practice Confidentiality Statement.
- Group minutes to be posted on Practice website.

Review

These Terms of Reference will be reviewed annually to take account of changing needs of the Practice.