

Patient Participation Group Terms of Reference

1. Name of Group

The group shall be called the Alwoodley Medical Centre Patient Participation Group (PPG), and shall be affiliated to the National Association of Patient participation (NAPP).

2. Aims of the Group

To work in partnership with the practice and to strengthen the relationship between the practice and patients in order to:

- Provide a forum for patients to provide feedback and comments about the practice to continually improve services
- Act as a critical friend – provide a patients' perspective ensuring services, plans and activities respond to patient needs and priorities
- Identify opportunities to improve the patient experience
- Foster two- way communication between the practice and patients, building stronger relationships
- Provide peer support to other patients – promote healthy lifestyle choices, self- care and understanding of long term health conditions
- Support the production of patient facing information including regular newsletters, the printing of which will be funded by the Practice.

3. Membership of the Group

- The group is open to all patients registered at the practice.
- The core group shall normally consist of no more than ten patients of the practice, and this should aim to reflect a cross section of the patient body without discrimination.
- A wider reference group (or virtual group) will enable representation from a larger number of patients who may not have the time, inclination or opportunity to be a part of the core group. This group will be kept up to date normally by email and their opinions sought on matters as appropriate.
- Practice staff will not be formal members of the group, but will work closely with the group and attend meetings for matters as appropriate. The support of the practice manager and team is critical and will be required for all communications between the PPG and wider patient population.

4. PPG Meetings

- The group will meet as circumstances dictate.
- The chair of the PPG is a patient member, voted by other patients on a two yearly basis. A Vice- chair and Secretary will also be appointed on a two yearly basis.
- Meetings of the group are not forums for individual complaints or single issues but for discussing wider issues affecting groups of patients.
- Notices and minutes of meetings will be displayed on the PPG noticeboard in the waiting rooms, on the website, and distributed to patients by email wherever possible. Agendas will be drafted and distributed by the secretary in consultation with the chair and other members.
- At meetings a quorum will consist of 5 members. The PPG will aim wherever possible to reach decisions by consensus. Where this is not possible, the view held by the majority of those present will be the view that is agreed and taken forward by the group.

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- All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting.
- The draft minutes of each meeting and the date of the next meeting should be sent to the senior doctor and Chair within 7 days of the meeting, for acceptance that they are a correct representation of the meeting, prior to wider circulation to PPG members.

5. Training and Support

The PPG is a member of the National Association for Patient Participation (NAPP) and will use its resources for training and support of members as appropriate. The practice will fund this membership and consider support for other monetary requests where they can be justified.