

# Patient Participation Group (PPG)

## Terms of Reference

### Aims / Purpose

- To represent the patients of Chevin Medical Practice and work in partnership with the Practice to improve services for patients.
- 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 Practice, the local community and other relevant bodies.
- To explore ideas and areas for improvement or change identified from any patient surveys.
- To be a forum for ideas on health promotion and self-care.
- These Terms of Reference may be reviewed according to emerging needs.

### Membership

- The total number of members within the group should be approximately 18-20.
- Should any additional patients enquire, they should be informed that the list is unfortunately closed (due to physical constraints), but they can still take a part by receiving minutes and comment on items for discussion.
- All PPG members must abide by the PPG Code of Conduct.
- Members should be there to support the Practice and the local population, rather than to pursue their own personal agenda; the meetings should not be used to air personal grievances or issues which should be addressed using the Practice complaints procedure.
- Membership should aim to be representative of the Practice population.
- Term of Office will be two years (from the date of the first meeting).
- All members are equally important, and all opinions should be respected.
- A 'virtual' PPG meeting may be arranged, if necessary and appropriate, to provide easier access to greater patient views / opinions.

### Meetings

- Matters discussed within the room will always be assumed confidential unless otherwise stated.
- The meetings will normally last no more than 60 minutes unless otherwise stated.
- The agenda should be kept to matters of business only (due to time constraints). Any additional business should be raised under Any Other Business (AOB).
- Members should submit any agenda items before the meeting.
- A record of discussions will be kept in the form of brief minutes for each meeting for approval at the next meeting. Once approved, these will be made available to the wider Practice population via the Practice website / information in waiting rooms / notice boards and on request.
- Apologies should be given in advance if any member is unable to attend.