

NORVIC FAMILY PRACTICE PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

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 practice, 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 surgery, or wider secondary healthcare services commissioned by the CCGs.
- 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.
- These Terms of Reference may be reviewed according to emerging needs.

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 local population, rather than to pursue their own personal agenda.
- Membership should aim to be representative of the practice population.
- Support will be provided by the practice manager/GP Partner and designated staff from the practice as deemed appropriate.
- A core group of membership will not exceed 15 members, which will meet quarterly.

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PATIENT PARTICIPATION GROUP

- A virtual patient group will exist to access greater patient views/opinions.

Structure

- The Chair of core group will be nominated and elected by core group members once each year. Term of office will be one year.
- Secretary of core group will be nominated and elected by core group members once each year. Term of office will be one year.
- Until the group has expanded LE and GJ have agreed to share the role of Chair and Secretary for the first six months and review in September 2020.

Reporting

- The group's meetings will be minuted with highlighted action points.
- The practice manager or nominated practice representative will act as the point of liaison within 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 or via the practice website/Newsletter.

Meetings

- Meetings will be held Quarterly on an agreed day preferably decided from the last meeting. Having established regular meetings, an exact day, week and month will be agreed for meetings.
- The quorum (minimum number of people required to be present for decisions) for meetings is X PPG members plus 1 practice representative
- An agenda and any meeting papers will be sent to all members in a suitable format for them at least five working days before each meeting date.
- All members can contribute agenda items. Agenda planning before the meeting will be managed and finalised by the chair, supported by the secretary

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Ground rules

- The PPG meeting is not a forum for individual complaints and personal issues.
- Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion!
- Open and honest communication applies to all.
- All views are valid and will be listened to.
- Be flexible, listen, ask for help and support each other.
- No phones or other disruptions.
- Respect the practice and patient confidentiality at all times.
- Discrimination on any grounds will not be tolerated.
- Demonstrate a commitment to delivering results as a group.
- Start and finish meetings on time and stick to the agenda

Dated: 7th April 2021

Reviewed: