**Much Birch Surgery**

**Patient Participation Group**

**Terms of Reference**

**1. Introduction**

General Practices have a responsibility to involve patients in relevant issues

relating to the practice and to respond appropriately to patients' views and experiences.

GP practices also have a duty to engage with their patients in order to make decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the Much Birch Patient Participation Group are to bring together patients, doctors, and practice staff to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery

**2. Role and Remit**

The PPG will enable the practice to communicate and build positive relationships with its patient population and to explain, act on new patient’s initiatives.   The core objectives of the PPG will be to:-

1. Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice
2. Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
3. Ensure the needs and interests of all patient groups are taken into consideration - including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
4. Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients
5. Support the Practice to achieve its health promotion aims
6. Review and where appropriate provide advice and recommendations on Practice's patient surveys
7. To conduct with the practice approval annual patients surveys
8. Support the local commissioners (CCG / NHS England)
9. Support CQC inspections
10. Contribute to Patient newsletter and website
11. Build relationships with other PPG's

**3. Membership**

The membership of the PPG will include:-

* Patient representatives up to a maximum of eight
* GP Partner or other doctor representative
* Representatives from the practice team: the Practice Manager and a person from the admin team
* The Patient Participation Group reserves the right to co-opt health professionals or patients for specific meetings

Patient membership will be open to anyone registered with the practice.

Patient members do not need to represent other interest groups but efforts will be made to ensure a broad cross section of representatives in keeping with the practice profile

If a member fails to attend three consecutive meetings or breaches the requirements of confidentiality they forfeit their place on the PPG

**4. Meetings**

Meetings will be held at least 4 times a year and notice of meetings will be given at least 28 days beforehand.

Dates of meetings will be publicised in the practice waiting areas where a copy of the Group's minutes will be displayed for patients to read. Patient comments may be submitted for consideration

**5. Management of Meetings**

The group will initially be chaired by a patient representative. As the Group becomes established a chair, vice-chair and secretary will be appointed annually by the Group. .A treasurer to be appointed. Terms of reference will also be reviewed annually and updated as necessary.

Meetings will normally be held in the Practice premises.

All members of the group will be contacted in advance and invited to raise items to be placed on the agenda

All patient representatives should contact the practice manager and chair with any questions or issues

All members and virtual members will be required to sign a confidentiality agreement and not discuss personal or sensitive information outside a meeting

What does the PPG expect from virtual members?

The PPG would welcome membership by medical professionals

**6. Quorum and Decision-Making**

At Group meetings a quorum will consist of 4 members.  The PPG will aim wherever possible to reach decision 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.