



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.

Following the introduction of Practice Based Commissioning, GP practices also have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners (Central and Westminster CCG), and other local health service providers:

- promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery
- provide a locality support process for commissioners so that local needs can be identified

2. Role and Remit

The PPG will enable the practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- Facilitate and enable dialogue between patients and the practice team and promote patient involvement.
- Facilitate debate among practice patients, concerning health needs, health priorities and current service provision.
- The focus would be on the area covered by the practice, but also be aware of the Central & Westminster CCG Priorities.
- Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved.
- 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
- 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
- Assist the practice to define and achieve.
- Review and where appropriate provide advice and recommendations on the Feedback from IWantGreatCare & patient complaints.

3. Membership

The membership of the PPG will include:

- Patient representatives
- GP Partner (Fixed Role) – Dr Tew
- Practice Management Business Manager | Deputy Practice Manager or Patient Relations Manager
- Representative from CWCCG

Patient membership will be offered to all patients upon registering with the practice.

Since not all Patient members, may not be able or wish not to attend the meetings, provisions will be made for their participation/interest on a virtual basis.

4. Meetings

Face to Face Meetings will in principle 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 both the practice waiting areas and practice website, which will have a designated section for PPG.

5. Management of Meetings

The group will initially be chaired by a practice representative although the aim is for this to be delegated to the vice-chair, Who will be appointed annually by the Group.

Meetings will be held in the Conference room at Lupus Street.

A representative from the practice team will attend meetings to take minutes and organise agendas and papers.

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 Business Manager with any questions or issues.

All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting

6. Quorum and Decision-Making

At Group meetings a quorum will consist of 5 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.



Role specifications

1. Chairperson

1. To motivate and encourage the group to maintain its direction.
2. To ensure the Group adheres to the Terms of Reference.
3. To ensure appropriate progress is made by the Group on approved actions.
4. To seek advice, support and guidance where necessary.
5. To promote a friendly and productive atmosphere.
6. To encourage debate and be open to all ideas without prejudice or bias; to be conscientious on managing the meeting time and allowing for attention to all points in the agenda as well as other business.

2. Vice-chairperson

1. To support and liaise with the Chairperson.
2. To 'Chair' any meeting at which the Chairperson is unable to be present and in doing so assume all the roles of the Chairperson.

3. Secretary

1. Keep an attendance register at meetings.
2. To take adequate notes at all meetings and publish 'minutes' of meetings to all members.
3. To book dates of meetings and arrange an appropriate location.
4. To provide efficient and reliable secretarial support to the Group as required.
5. To carry out any liaison between meetings as necessary.