Terms of Reference for Mullberry Medical Practice PPG

(Patient Participation Group)

These terms of reference comprise the constitution of Mullberry Medical Practice Patient Participation Group (PPG). They are subject to review and amendment as required by members of the PPG.

**Aims**

To promote co-operation and strengthen communication between the Practice, patients and the wider community with the aim of improving local health services.

**Membership**

* membership of the PPG shall be free and open to all registered patients and staff of the Practice Team
* there should be a minimum of four patient representatives on the PPG
* the Practice Manager is the “lead” person from the practice in relation to the PPG
* the Practice is committed to fulfilling its role in the PPG, keeping the PPG informed of service developments, taking seriously the input from patient representatives and responding constructively
* members take part in the PPG via face-to-face meetings/events and e-communications
* a confidentiality agreement will be signed by all members (any confidential information given at the meetings will be identified as such and not included in the minutes)

**Purpose**

* facilitate a good relationship between the Practice and patients by communicating patients’ perspectives, experiences, concerns and ideas regarding the services provided by the Practice
* make suggestions to the Practice management team with the aim of improving services and acting as the conduit for consultation for any changes proposed by the Practice
* contribute to the assessment of the annual patient survey, friends and family feedback and other comments/feedback received by the practice such as the annual complaints review
* encourage and support the role of the Practice in involving patients in their own care
* take a wider interest in public health service provision (e.g. locally, regionally, nationally with a view to being well informed about the operational context of the Mullberry Medical Practice
* supply representatives of the PPG to attend any external meeting (meetings with an external agency of relevance to the Mullberry PPG)
* prepare PPG update for the practice website

**Meetings**

* four times a year at the Practice at specific times and on defined days
* core members to aim to attend 80% of meetings
* it is good practice for patients and staff members of the PPG to confirm their attendance or give apologies to the chairperson prior to the meeting
* the practice will be represented at all PPG meetings by the Practice Manager and other staff as appropriate
* subgroups of the PPG may be created to address particular tasks (“task and finish”) which will meet as and when required

**Organisation**

* the activities of the PPG will be organised by members of a core group
* core group members will appoint the following roles: -

Chair

Secretary

Treasurer - if required

* appointed roles will be held for two years after which existing role-holders may be reappointed
* the core group is responsible for agreeing an annual PPG plan and nominating responsibility for action
* an AGM for all members of the PPG shall be held each year

**Dissolution**

* in the event that the dissolution of the PPG is being considered, current members should be invited to an “extraordinary” meeting to discuss the issues for all patients
* the decision of this meeting should be recorded and published for all patients
* in the event that dissolution is enacted, all patients should be informed by all practical means (e.g. notices on the practice website etc)

Reviewed February 2020