

BUNBURY MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)

Terms of Reference

The purpose of the Patient Participation Group is to support Bunbury Medical Practice in the ongoing delivery of excellent healthcare to the community.

Objectives

The PPG will enable the surgery to communicate and build positive relationships with its patient population by:

- Promoting patient involvement in the practice and encouraging patients to share with us their needs and concerns for us to feed back to the practice.
- Encouraging the on-going development of services and facilities available to patients in line with medical developments and patient expectations.
- Ensuring that the needs of all patient groups are taken into consideration, including people with specific illnesses, disabilities and those from ethnic minorities.
- Enabling patients to make positive suggestions for healthcare.
- Supporting the practice achieve its health promotion aims.
- Providing a quarterly report for circulation in the Practice Newsletter / Website.
- Sharing local knowledge and experience and feedback from other groups and networks relevant to discussions.
- Reporting any arising concerns in regard to patient, carer and public views / experiences of health services to the Practice including referred services.
- Reviewing the annual survey and where appropriate offering support with the outcome.

Membership

Members to include:

- Patient representatives
- GP Partner(s)
- Representatives from the practice team

PPG membership will be open to anyone registered within the practice and who are committed to attend regular meetings. Efforts will be made to ensure a spread of membership in terms of age and

gender; members do not need to represent individual interest groups.

Chair

The chair and Vice Chair will be appointed annually by group members.

Meetings

- To be held at Bunbury Medical Practice on a quarterly basis with the date being agreed in advance.
- Meetings to start promptly and starting times will endeavour to meet the different availabilities of members.
- A member of the practice team will attend meetings to take minutes and organise agenda and papers.
- Draft minutes will be forwarded to the chair and published on agreement of the chair.
- Members will be invited to raise items to be placed on the agenda in advance.
- The agenda will be circulated 5 days ahead of the meeting.
- Agenda and minutes will be posted on the practice website and notice board.

Code of Conduct

- Members will respect the rules of confidentiality.
- The PPG is not a forum for individual complaints or issues.
- Members will respect all views, listen, be flexible and support each other.
- Members will attend regularly and promptly.
- No member will disregard the rule of the chair, wilfully obstruct business or behave irregularly, offensively or improperly.

Quorum and Decision Making

The meeting will be quorate when 5 members are in attendance and decisions will be made by consensus.

Review

These Terms of Reference will be reviewed annually

Dated: 07/03/2014