

Park Surgery Heanor 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 to:

- 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 in the practice
- Undertake an annual Patient Survey at the practice and produce a Report of the key findings.
- Review and where appropriate provide advice and recommendations on the Practice's action plan following the Patient Survey Report
- Facilitate debate among local residents concerning health needs, health priorities and current service provision (In general this will need to be focussed on a specified geographical area, but also be aware of the Southern Derbyshire - wide agenda and issues that affect other commissioning groups)
- 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

- Support the Practice to achieve its health promotion aims
- Ensure that the “Virtual Group” of patients who have registered as members are kept updated on the work of the PPG and receive invitations to meetings and presentations.

3. Membership

The membership of the PPG will include:

- Patient Representatives
- GP
- representatives from the practice team: the Practice Manager and a person from the admin team

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 spread of membership in terms of age and gender.

4. Meetings

Meetings will be held at least 3 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 and on the practice website where a copy of the Group's minutes and Patient Survey Reports will also be displayed for patients and the public to read.

Joint Meetings will also be held at least once a year with the nearby practices at Brooklyn and Kelvingrove PPG's.

5. Management of Meetings

The group will elect a Chair and Vice Chair annually.

Meetings will be held at the Park Surgery or at other such venue agreed by members.

The Chair will compile the Agenda and other related documents which will be circulated to all PPG Members either by E-Mail or post at least 7 days prior to the meeting

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

All members of the group will have the opportunity to raise items to be placed on the agenda

All PPG Members should contact the Chair or Practice 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 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.

Approved 11th November 2015.