

Berrycroft Community Health Centre

Patient Participation Group

Terms of Reference

Agreed and adopted on 23/08/2022 Review date 24/01/2023

Aims / Purpose

- To promote good relations between the practice and patients by communicating patients' experiences, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments
- To help maintain good relations and communications between the practice, the local community and other relevant bodies.
- To explore ideas and areas for improvement or change identified from patient surveys.
- To be a forum for ideas on health promotion and self-care.
- Be consulted on service development within the surgery, or wider secondary healthcare services commissioned by the CCGs.
- To carry out an annual patient satisfaction survey in partnership with the practice and to assist the practice to implement the resulting action plan.
- To evaluate and review the effectiveness of the PPG not less than once a year.
- These Terms of Reference may be reviewed according to emerging needs.

Membership

- Membership is open to all registered patients aged 16 or over and their carers (who may be registered elsewhere).
- Members should be there to support the committee, the practice and the local population, rather than to pursue their own personal agenda.
- Membership should aim to be representative of the practice population.
- Support will be provided by the practice manager and designated staff from the practice as deemed appropriate.
- A committee will not exceed 15 members, which will meet quarterly.
- A virtual patient group will exist to access greater patient views/opinions.

Structure

- Chair and Vice Chair of committee will be nominated and elected by committee members in first meeting of each year. Term of office will be one year.
- Secretary of committee will be nominated and elected by committee members in first meeting of each year. Term of office will be one year.

Reporting

- The committee's meetings will be minuted with highlighted action points.
- The Operations and Performance Manager or nominated practice representative will act as the point of liaison within the practice.
- The group can expect direction, feedback and suggestions from the practice when required.
- Minutes will be made available to the wider practice population via information in the waiting rooms/notice boards or via the practice website.

Meetings

- Meetings will be held on the last Tuesday of each month in January, April, July, and October each year.
- The quorum (minimum number of people required to be present for decisions) for meetings is 4 PPG members plus 1 practice representative.
- An agenda and any meeting papers will be sent to all committee members in a suitable format for them at least five working days before each meeting date.
- All members can contribute agenda items. Agenda planning before the meeting will be managed and finalised by the chair, supported by the secretary.