 

**ASA Medical Group - Patients Participation Group**

**Terms of Reference**

**AIM**

The Aim of our Patient Participation Group (PPG) is to promote a strong partnership between ASA Medical Group (The Practice) and the Patients to the benefit of both.

**OBJECTIVES**

* To promote good relations between patients and the Practice;
* To make communication easier between patients and the Practice;
* To support the Practice in its objective of providing good patient care;
* To support the Practice in raising patients awareness of options for their health care;
* To make sure that patients are informed of any changes within the Practice;
* To encourage suggestions for improvement of services;
* To encourage feedback for performance within the Practice;
* To contribute to Practice decision making;
* To provide practical support and help to the Practice;
* To meet with other PPGs to share good practice.

**MEMBERSHIP**

Membership is open to all patients. Contribution to the PPG can be made in following ways;-

**CORE GROUP**

There will be a core group of members and officers.

The core group shall consist of Chairperson, Vice Chairperson, Secretary, Business Manager, Operations Manager, Practice Administrator and up to 10 other members. All patient members to be self selected on a first come basis when a vacancy exists.

The core group will manage the affairs of the PPG, have voting rights and take action when required.

Membership of the core group will cease if ;-

- the confidentiality agreement is breached;

- members apologies are not received or accepted for two consecutive meetings.

**MEETINGS**

A minimum of 4 core group meetings will be held each calendar year. Election of officers to take place at the first meeting of the new year.

Agenda items from all patients are encouraged, these need to be submitted 3 weeks before a meeting.

Patients are welcome to observe meetings. Notification of attendance to be made prior to meeting.

**MEETING CONDUCT**

**-** We will make sure that all views are listened to with respect and understanding;

* We understand that the group is a forum for the patient voice and not a forum for individual issues/ complaints;
* We will turn our mobile phones to silent;
* We will start and finish on time and keep to the agenda.

**VIRTUAL PPG**

This is a group which is set up for patients who would like to be involved in the PPG but are unable to attend meetings, Communication will be via emails and/or Social Media asking for your opinion on a range of topics.

**FOCUS GROUP**

These will be time limited groups to ask for feedback on specific topical issues.

**ADMINISTRATIVE SUPPORT**

The Practice will support PPG Officers by;-

* providing stationery, printing, and postage;
* enabling PPG officers to update website and surgery noticeboards.