

# **Caste Mead and Pine Close (CASAG - PPG)**

## **Meeting Terms of Reference**

### **Aim:**

To give both patients and practice staff the opportunity to meet and discuss topics of mutual interest which will develop the service and quality of patients care offered by the practise.

### **Objectives:**

1. To contribute to the continuous improvement of services and quality of care.
2. To foster improved communication between the practice and patients.
3. To provide a means for patients to make positive suggestions about the practice and act as representatives to influence the provision of health and social care.
4. To encourage and develop health education activities and new projects that meet the needs of the patients within the practice.
5. To provide practical support of the practice and help Implement changes.

### **Proposed Rules for Meetings**

1. Open and honest communication.
2. Be respectful of challenges between individuals.
3. All views are valid and will be listened to.
4. Members will be committed to deliver results.
5. Not used as a forum for individual complaints.
6. PPG Agenda to be organised by PPG
7. Minutes kept of all meetings.
8. Information required from the surgery to be sent no less than 1 week before meeting so info can be provided in time.
9. AOB will only be discussed only if time permitting - If we are unable to discuss the item will be added as agenda item on next meeting.
10. If you Volunteer for a role you will try to complete in a given timescale.

### **Proposed Ways PPG can help the practise to improve service**

1. Provide feedback from patients.
2. Provide feedback to patients from the practice.
3. Help contribute to delivering new services and initiatives.
4. Carry out surveys such as patient satisfaction.
5. Provide information about things like clinics etc.
6. Offering practical help with things like attending clinics, newsletter etc.