

**DEER PARK FAMILY MEDICAL PRACTICE - PATIENT PARTICIPATION GROUP**

**(PPG) TERMS OF REFERENCE**

General Practices have a responsibility to involve patients in relevant issues relating to the Practice and to respond appropriately to patients' views and experiences. The key role of the group is to bring the patients, doctors and members of the practice team to work in partnership in order to promote wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Deer Park Family Medical Practice provides medical services for the areas/communities around Wollaton and covers a total practice population of approximately 8500 patients.

**Role and Remit of the Group**

The PPG will be one way in which the Practice will 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.
- Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems, telephone systems, providing information about and promoting understanding of such systems
- Support the practice to achieve its health promotion aims
- Ensure patient participation and consultation of new developments
- Review and where appropriate provide advice and recommendations of the practices annual patient survey
- Ensure the needs and interests of all patients groups are taken into consideration – so as not to discriminate against patients with specific illness, disability or ethnic groups etc.

**Membership**

The membership of the PPG will include:

6 patient representatives (as a minimum)

1 GP Partner

A member of the management/administrative team

Patient members do not need to represent other interest groups but efforts will be made to ensure a fair spread of membership to represent the practice population.

**Meetings**

Formal meetings will be held bi-monthly on the 3<sup>rd</sup> Thursday of the month and notice of the meetings will be circulated to the members at least 7 days in advance.

Informal meetings may be held as required which may not require the presence of a GP Partner or member of the management / administrative team

### **Management of Meetings**

The PPG will elect a Chairperson, Vice-Chair and Secretary for the group. These posts will be appointed on a biannual basis.

Meetings will normally be held at Deer Park Family Medical Practice.

Any member who is unable to attend a meeting is asked to submit apologies to the Secretary.

The Secretary will be responsible for taking minutes and organising agendas etc. All members of the group will be invited to raise items to be put on the agenda; any items should be forwarded to the secretary at least 14 days prior to the scheduled meeting. The meeting Agenda will be circulated to all members no less than 7 days prior to the meeting. If the Secretary is not available at the meeting a note taker will be nominated on the day.

All members can contact a member of the management team through the practice generic email address.

All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside of the meetings.

The minutes of the meeting (once agreed and signed off) will be published on the practice website. The full name of the individual will not appear on the published document, only the initials of the member.

### **Quorum and Decision-Making at group meetings**

A quorum will consist of 5 members. The PPG will aim wherever possible to reach decisions 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.