

BURNHAM SURGERY – PATIENT PARTICIPATION GROUP (PPG)

Terms of Reference

This PPG will:-

1. Create a PPG that is representative, equitable and, where possible, covers all sections of the practice population
2. Identify key issues for an annual survey that will be published with the findings
3. Discuss survey findings and reach agreement with the Practice on changes to services
4. Agree an action plan with the Practice that enables the agreed changes to services to be made
5. Contribute to practice decision making and consult on service development and provision
6. Provide feedback on patients' needs, concerns and interest and challenge the Practice constructively whenever necessary
7. Serve as a safety valve for dealing with grumbles and complaints about the Practice – representing patients but also helping them to understand the practice's viewpoint
8. Liaise with the practice and its patients by communicating with voluntary groups / support within the community
9. Communicate information about the community that may affect healthcare
10. Give patients a voice in the organisation of their care
11. Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventative medicine
12. Influence the provision of secondary healthcare and social care locally
13. Monitor services e.g. hospital discharge and support when back in the community
14. Liaise with other PPGs in the area
15. Be offered the opportunity to be involved with the commissioning of services within the Practice locality via Practice locality group and within Mid Essex via Mid Essex Clinical Commissioning Group (MECCG)