West Byfleet Health Centre Patient Participation Group

Constitution

1. **Introduction**

General Practices have the responsibility to involve patients in relevant issues relating to practices and to respond appropriately to patients’ views and experiences.

In 2010 West Byfleet Health Centre successfully formed a Patient Participation Group.

1. **Purpose of the Group**

The purpose of West Byfleet Health Centre Patient Participation Group is to act as a two-way channel between the practice and its patients, seeking patients’ views and supporting the practices by making suggestions as to how its services and facilities might be improved.

The group will aim to champion patient views and provide quality assurance that patient, carer and public concerns are taken into account so that services are provided in an appropriate, safe, effective and timely manner for the population. While West Byfleet Health Centre will make every effort to take cognisance of the PPG’s deliberations, it does not guarantee to be bound by them.

The group is NOT the channel of patient complaints. There is a formal complaints procedure which should be observed and details of which can be obtained from the Practice Manager.

1. **Role & Objectives**

The Patient Participation Group (PPG) will be one way in which the practices will communicate and build positive relationships with the patient population.

The Core Objects are:

* To champion appropriate engagement with patients
* To ensure patients’ needs are considered in the development of practice systems.
* To act as patient champions feeding into practices feedback on services provided.
* To provide a report on the Practices’ websites
* To feed into the patient advisory body of the NW Surrey CCG (Commissioning Group), any concerns raised.
1. **Membership**

The membership of the PPG will include:

* Patient representatives from each practice (Parishes Bridge Medical Practice, Wey Family Practice, Dr Lynch & Partners)
* The Practice Manager from each practice

Patient membership will be open to anyone registered in any of the practices. Efforts will be made to ensure a spread of membership in terms of age, gender, ethnic groups etc.

Membership/interests of the group will be kept up to date on the Practices’ websites/noticeboards.

1. **Meetings**
* The Group will be chaired by one of the Practice Managers.
* Meetings will be held in the Conference Room at West Byfleet Health Centre.
* Meetings will be held three times a year unless otherwise agreed.
* Minutes of meetings will be posted on the Practices’ websites.
1. **Code of Conduct**
* No member will behave irregularly, offensively or improperly.
* All members shall recognise that all members of the Group have an equal role to play in contributing to the workings and discussions of the group.
* All members shall attend meetings regularly and be punctual.