

Holmlands Medical Centre Patient Participation Group Draft Terms of Reference

Aims:

To represent the interests and the views of all patients and ensure that the patients' voice is heard in the organisation of their care so as to continually improve the services of the practice for the benefit of both patients and staff.

The role of the Group:

- To seek patients' opinions about services to identify both common themes and specific issues and share these with the practice to improve services.
- To work in a spirit of partnership with patients and service providers, ensuring that all aspects of confidentiality and personal respect are promoted.
- To circulate and target information to patients, the practice and, when relevant, the wider consortia.
- To serve as a ' safety valve' for dealing with grumbles and concerns about the practice - representing patients but also assisting them to understand the practice's viewpoint.
- To contribute to the development, collation and analysis of the patients' survey.
- To assist the practice and its patients by providing PPG representation at surgeries on a regular basis.
- To act impartially in raising patients' issues, needs and interests and challenge the practice openly and constructively whenever necessary.
- To influence the development of high quality health care provision in the local and wider community.

Group Organisation:

- The group aims to be representative of the patient population at Holmlands practice (via executive and virtual group).
- The group will meet bi-monthly or more frequently when there is a need.
- A Chairperson and vice-chair will be elected by the group annually.
- Secretariat support and venue for meetings will be provided by the practice.
- Holmlands practice staff will attend meetings in an advisory capacity.
- The core PPG will initially comprise twelve members subject to review on an

annual basis.

- If necessary, a voting system will be overseen by the Chairperson and Practice Manager for decision-making procedures.
- Feedback from communication through the virtual PPG will be a standard item on each agenda.
- Minutes of previous meetings and proposed agenda items for following meetings will be circulated on a timely basis in either hard-copy or electronic form.

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