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| Terms of Reference and Membership |

**Title of Group**

 The group will be known as “Patient Participation Group”.

# Aims of the Group

 To collaborate between the practice and patients, and provide mutual benefits to a patient perspective to the practice for continuous improvement of services.

Enable, where appropriate, patients to influence local health care service

# Objectives

1. Review these terms of reference annually.
2. Support the practice in its dealings with other bodies.
3. Bidding with the practice to provide new services.
4. Liaise with other PPGs share best practice and good ideas from elsewhere which might enhance the wellbeing of patients and staff.
5. Contribute to practice decision making and consult on service development and provision.
6. Provide feedback on patient’s needs, concerns and interests to the practice, NHS trusts and other relevant bodies.
7. Conducting patient surveys or collecting feedback in the waiting room.
8. Promoting awareness of and access to local health services.
9. Representing patient views on the purchase of health services, and through Cannock Chase Clinical Consortium Group.
10. A practice newsletter will be published and widely available, including on website.
11. There shall be an online extension to the PPG, to be called the Virtual PPG, with unlimited membership, drawn from the practice population

# Membership

1. The group will appoint a chairperson, a vice chairperson and a secretary.
2. The group will consist of members who are registered patients. Plus practice staff.
3. The group will as far as possible, be a representative mix of the practice population.

# Conduct

1. Any member wishing to speak should indicate and go through chair.
2. If a member is unable to attend they should offer their apologies ahead of the meeting.
3. If a member is disruptive or uncooperative within the group, they may be asked to resign by the chairperson after consultation within the group.

# Meetings

1. A quorum of 4 members will be required for a meeting to take place, including 1 officer, plus 1 member of staff.
2. The group will normally meet quarterly, or as circumstances dictate.
3. Meetings will have an agenda and minutes recorded. Minutes of the meeting will be made available for public viewing on the waiting room PPG noticeboard, and the practice website, along with any other items of interest.
4. Members will be expected to adhere to strict confidentiality, or as appropriate.
5. All practice staff are welcome to attend the meetings in addition to the practice manager, or deputy, or as requested by group.
6. Other interested patients or members of staff may be co-opted from time to time, where their input is considered of particular value.
7. At the end of each meeting the chair will summarise any action points and who is responsible for dealing with these, as well as agreeing a provisional agenda for the next meeting.
8. Committee members will be asked to resign if they fail to attend 4 consecutive Committee meetings, unless there are extenuating circumstances.
9. An Open meeting will be held once a year.