



## Firs House and Telegraph Street Surgeries Patient Participation Group (PPG)

### TERMS OF REFERENCE.

#### Purpose

- 1) To act as a sounding board for the Practice, communicating and reflecting the experience, interests and concerns from a patient's perspective and to provide feedback to the Practice on procedures and proposed new developments affecting patients.
- 2) To act as a reference group in consultations on proposed changes to the local NHS services.
- 3) To help maintain good relations and communications between the Practice, the local community and other organisations.
- 4) To explore ideas identified from patient comments for improvement.
- 5) To be a forum for ideas on health promotion and healthy living and promote these through community events and appropriate media.
- 6) If a member of the PPG or any patient has a specific complaint about the Practice or individual at the surgery, it should be pursued through the normal complaints procedure.

#### Meetings and Membership

- 7) The group shall meet every two months from 6.15pm to 7.45pm.
- 8) Membership of the PPG shall be made up of patients of the Firs House and Telegraph Street surgeries. An ideal number of patient representatives to be between 12-16.
- 9) The Practice shall nominate a GP representative to participate at the meetings, and the Practice Manager will normally attend.
- 10) Membership shall be considered to have lapsed, at the discretion of the PPG members, if a member should fail to attend two consecutive meetings and apologies are not sent, unless there are extenuating circumstances.
- 11) The chair of the group shall be elected for a two-year term, with the option to stay for another two-year term if there are no calls for a change. The maximum period as chair shall be two terms.
- 12) Members of the PPG make a commitment to respect Practice and patients' confidentiality and to abide by the PPG Code of Conduct at all times.
- 13) For decisions requiring a membership vote, the presence of 50% of the PPG **patient** membership shall be regarded as quorate.
- 14) These Terms of Reference shall be reviewed at least every 2 years.

**Reviewed and agreed by the PPG 1<sup>st</sup> November 2016**