

Felton Surgery Patient Participation Group terms of reference.

Aims:

The aims of the Patient Participation Group are to:

- provide a patient perspective to the practice
- provide a forum to discuss issues relevant to the practice and
- to enable patients to influence local health care services

Our Objectives Are:

- To act as a channel of communication from the practice to its patients and wider population, and vice versa.
- To involve patients in the review, development and planning of services by Felton Surgery.
- To identify services and issues on which the practice should consult with patients; consider any comments resulting from this consultation and support the practice in responding to them.

- To support the practice in drafting practice materials and communications, such as the practice newsletter and website and offer feedback on literature for patients.

Membership:

Members of the Patient Participation Group must be registered patients of Felton Surgery. The practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.

The group:

- Will meet up to 3 times a year. Additional ad hoc meetings and working groups may also meet when required;
- Will only discuss issues and information that is normally in the public domain and will not discuss any issue that may be regarded as confidential;
- members will always use discretion, tact and diplomacy when discussing Felton surgery and PPG meetings in public, and generally promote the practice;
- may aid planning and could be consulted on service development and provision;
- will give patients a voice in the organisation of their care within the practice;

- liaise with other Patient Participation Groups in the area where appropriate;
- will 'self-review' the effectiveness of the Patient Participation Group annually;
- will have a meeting agenda, minutes will be taken with actions and where appropriate, who is responsible for each action; minutes will be published on the practice website.
- will confirm accuracy of minutes of previous meetings and make amendments where necessary, which will then be formally endorsed by the Chair
- will be invited in advance to submit items for the agenda – normally notice will be given one month prior to the meeting, and no later than two weeks before the meeting;
- will work based on consensus. If an issue requires a vote, this will be based on one member one vote. In the event of a 'tied' vote, the casting vote of the Chair will be binding

Ground Rules

Members will:

- not use the meetings as a forum for individual complaints and single issues. Members who are approached by patients with complaints should encourage the patient to contact the practice directly in order to have their concerns addressed.
- have open honest communications and a courteous exchanges between individuals;

- be flexible, ask for help and support each other;
- demonstrate a commitment to delivering results as a group;
- understand that silence indicates agreement – speak up but always go through the Chair;
- listen to all views expressed at the meetings;
- ensure that there are no phone or other disruptions;
- start and finish meetings on time. Where the agenda is ‘full’, items will be allocated times, the Chair may use their discretion to defer items to future meetings if necessary;
- stick to the agenda;
- understand that items raised without notice at a meeting may need to be deferred to allow time for an response to be prepared;
- Understand that membership of the group does not confer any priority claims on the practice or any right to preferential treatment. Nor does it alter the existing NHS processes for handling individual complaints, a copy of which is available from the Practice Manager.