

## **Felton Surgery Patient Participation Group (PPG) terms of reference**

The Felton Surgery Patient Participation group (PPG) is a sub group of the northumberland HEALTH PPG with a specific focus on items of interest to patients of the Felton practice. As such it complies with the terms of reference of the Northumberland HEALTH PPG which considers all cross-surgery items.

northumberland HEALTH consists of Felton Surgery and Widdrington Surgery, and is a part of the Well up North Network of Northumberland GP practices.

### Aims:

The aims of the Felton Patient Participation Group are to provide a patient perspective to the practice, and a forum to discuss issues specifically relevant to the Felton practice, including ideas and service developments within the practice.

### Objectives:

- 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; to consider any comments resulting from such consultation and to support the practice in responding to them.
- To provide feedback from patients on surgery literature and materials.

### Membership:

Members of the Patient Participation Group must be registered patients of Felton Surgery, or their carers who may be registered elsewhere. 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 be supported by the Practice Manager.

The group will be restricted to 10 participants including the Practice Manager and Lead GP.

**Anyone wishing to become a member should contact the Practice Manager by telephone 01670 787353 or email: [Felton.surgery@nhs.net](mailto:Felton.surgery@nhs.net)**

### Structure:

Group membership is voluntary, with an elected Chair and Secretary. These roles will be elected on an annual basis with no restriction on repeat nominations. The roles may be temporarily filled by any member to cover absence at single meetings.

### Meetings:

The group:

- Will meet as often as required to support items relating specifically to Felton Surgery
- Will only discuss issues and information that are normally in the public domain and will not discuss any issue that may be regarded as confidential.
- Quorum will be 2 members plus one practice representative.
- Meetings will follow an agenda to which all members may contribute.

Reporting & Communications:

Meetings will be minuted and relevant actions noted.

After agreement, minutes will be published on the Practice website and, if relevant, a press release will be circulated to local magazines and social media.

Any social media used will be clear that information is published by the PPG and not the Surgery, and will highlight the shared purpose of the communication. The PPG will respond to comments and feedback, and when appropriate, will signpost patients to direct contact with the practice.