**TERMS OF REFERENCE OF THE PATIENT REFERENCE GROUP**

**1. Title of the Group**

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) of Beechwood Surgery, for Patient Participation.

**2. Purpose of the Patient Participation Group**

* To Help the Practice make improvements to service for all patients
* To work as an intermediary and liaison link between patients and Practice staff

**3. Aims and Objectives of the Group**

To promote co-operation between the Practice and Patients to the benefit of both.

* To obtain the views of our service users with a view to improving our services – from a usability perspective and a clinical quality perspective.
* A forum for patients to understand what really goes on behind the scenes in a GPPractice, making it easier for service users to understand why things are done in a certain way and to understand how the Practice and NHS works.
* An opportunity to raise awareness of new services through our group members
* Assist to reduce complaints and concerns of patients

**4. Membership of the Group**

* Membership of the Group shall be open and free to all registered patients and staff of the Practice. This group can be virtual but would need to attend at least one meeting per annum. Removal of patient from the practice list, for whatever reason, will disqualify continuing membership of the group.

**5. Maximum members of Patient Participation Group**

* Ten members, any additional requests to join the PPG group will be placed on a waiting list.

**6. Activities of the Group**

* The Group will be kept informed of the Practice policies relating to the Area Team which it belongs. It may express opinions on these policies on behalf of the patients.
* The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.
* The Group will contribute to, and be kept informed of, Practice decisions.
* The Group will advise the Practice on the education needs of the community by

encouraging and supporting activities within the Practice to promote preventive medicine and healthy lifestyle choices.

* The Group will produce a Newsletter once a year informing Patients of the work of the Practice and activities of the Group in conjunction with the practice input. The Newsletter will be distributed by email, and will be made available in the surgery and on the Beechwood Surgery webpage.
* The Group will seek to ensure that Patient information and advice are readily available and clearly presented.
* The Group will represent patients at the Practice in seeking to influence local provision of health and social care.
* To support and influence local commissioning, planning and paying for local services linking to GP led commissioning Board.
* To support practice campaign such as Flu.

**7. Ground Rules**

* Turn mobile phones off or switch to silent
* Listen to and respect one another’s views – they’re all equally valid
* There’s no such thing as a stupid question or idea
* Use plain English and explain jargon or abbreviations
* Avoid interrupting others and talking over people
* Matters discussed will be confidential unless otherwise stated. Avoid discussing personal or individual health cases
* Don’t make assumptions and put any personal preconceptions aside
* Make criticism constructive
* Aggressive behaviour will lead to removal from the PPG.

**8. What it is not:**

* Not a forum for individual complaints
* Not an appreciation society. We need to get a healthy balance between due praise and constructive challenge
* Not an exclusive or elite group. We must be mindful that the group should represent a wide range of patients and their needs: the young, the old, mental health service users, travellers, people with learning disabilities etc.
* It doesn’t come with rights or privileges around accessing and approaching the practice.

**9. Meetings of the Group**

* The Group will endeavour to meet quarterly
* Notices of meetings, reports on meetings and information about the PPG’s activities will be displayed on Beechwood Surgery’s web page, and members will be notified by email alerts, and through the post when necessary.

**10. Support from the Practice**

* Keep the PPG informed of the priorities for the Practice specifically targets and issues from the CCG and HS generally
* Provide practical and administrative support for agreed initiatives, meetings, public materials etc
* Liaise with practice staff including GPs/Healthcare professionals.

**11. Organisation of the Group**

* The Group’s activities will be organised by the volunteers, invited members and a

practice representative, either GP, Practice Manager or a member of the practice team.

* Administrative assistance will be provided by the Practice/PPG volunteers

**12. Bank Account**

Will be solely for the PPG group members to raise funds and use the funds for patient related activities/information/items.