

Theale Medical Centre Patient Participation Group

Terms of Reference – 28th February 2017

1. Introduction

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) of the Theale Medical Centre, and shall be affiliated to the National Association for Patient Participation.

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

Following the introduction of Practice Based Commissioning, GP practices also have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery
- provide local information to commissioners so that local needs can be identified

2. Role and Remit

The PPG will enable the practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice
- Facilitate debate among local residents and workers concerning health needs, health priorities and current service provision
- Provide a framework for the input of information relating to health commissioning priorities. A member may be co-opted onto the N and W Reading District CCG that meets every month.
- Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
- Ensure the needs and interests of all patient groups are taken into consideration - including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
- Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients
- Support the Practice to achieve its health promotion aims
- Review and where appropriate provide advice and recommendations on the Practice's patient survey, of which there will be at least one each year

3. Membership

The membership of the PPG should include:

- Patient representatives
- Practice Manager and a member from the admin team
- GP Partner or other doctor representative

- Representative from the commissioning consortium Patient membership will be open to anyone registered with the practice.

Patient members do not need to represent other interest groups but efforts will be made to ensure a spread of membership in terms of age and gender.

4. Meetings

Meetings will be held 3 times a year and notice of meetings will be given at least 28 days beforehand. Dates of meetings will be publicised in the practice waiting areas where a copy of the Group's minutes will be displayed for patients to read.

5. Management of Meetings

The group will be chaired by a patient representative.

A chair and vice-chair will be appointed annually by the Group. Other members will be co-opted as required.

Meetings will be held on the Practice premises or wherever the PPG decide.

A representative from the practice team or member of the PPG will attend meetings to take minutes and organise agendas and papers.

All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.

All patient representatives should contact the senior administrator with any questions or issues.

All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting.

6. Quorum and Decision-Making

At group meetings a quorum will consist of 5 patient members and at least 1 practice representative.

The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group.