

Cross Road Surgery Patient Participation Group (PPG)

Terms of Reference

Name

The group shall be called Cross Road Surgery Patient Participation Group.

Aim

To act as a 'critical friend' to the practice to improve its provision of health care and strengthen the relationship between patients and the practice by communicating practice decision making and to give constructive support and criticism to the practice from the patient point of view.

Objectives

- Provide a range of ways for patients to share their views about services and the practice environment
- Use information gathered from patients to discuss general or specific issues and to recommend / contribute to the implementation of improvements within the Practice.
- Represent the 'patient voice' within and beyond the Practice.
- Encourage communication of positive public health messages.
- Promote health and wellbeing in the community and consolidate links between the Practice and local groups, organisations and services.
- Link with other practice PPGs, relevant locality forums and the NHS Dorset Clinical Commissioning Group.
- Represent the PPG at CQC inspections.

Membership

- Membership is restricted to patients registered with Cross Road Surgery (or their nominated representative)
- The PPG shall aim to reflect a cross section of the patient population without discrimination.
- The Group will elect a Chairperson and a Deputy. These persons will serve for a 12-month period after which re-election will take place
- The PPG will appoint a Secretary, either from the PPG members or staff member from the Practice, who will be responsible for taking meeting notes and circulating agendas and other appropriate paperwork.

Meetings

- Meetings will usually take place at the Practice by arrangement every quarter.
- The date and time of meetings will be mutually agreed by the Chairperson and the Practice and communicated to all PPG members.
- An agenda will be circulated to all members and guests 2 weeks before the meeting inviting additional agenda submissions no later than 1 week before the meeting.
- The Practice Manager and a GP Partner will be invited to attend the PPG meetings. The agenda will include a standing item 'Practice Update'.

- Agendas and minutes will be public documents and will be openly shared and uploaded to the Practice website.

Rules for Membership and Meetings

Members will:

- Provide apologies / confirm attendance for all meetings.
- Not use the meetings as a forum for individual complaints and single issues.
- Be committed to open, respectful and constructive discussion and courteous exchanges between themselves at all times.
- Declare to the Chairperson any personal or professional interests which may compromise their impartiality as a member of the PPG. The Chairperson should declare any such interest to the group as a whole.
- Not discuss any confidential information outside of meetings.
- Wherever possible communicate via email.

Subgroups

The group may establish subgroups at any time to deal with specific issues or activities.

Review

These terms of reference will be reviewed by the PPG annually.

Date of adoption: 26.11.20

Signed by the Chairperson: Agreed at PPG online meeting

Print: Colin Huckle

Appendix:**Roles of Chairperson and Deputy**

The Chairperson and Deputy will be responsible for:

- Ensuring regular, effective communication between the PPG and the Practice.
- Acting as designated spokesperson for the PPG where appropriate.
- Planning and managing meetings in partnership with the Secretary and the practice.
- Linking the PPG with the wider network of PPGs, relevant locality forums and the NHS Dorset Clinical Commissioning Group.
- Having the casting vote(s) in the event of any unresolved decision-making process.