Patient Participation Group
**PPG Core Group - Terms of Reference**

**Introduction**

All patients can be part of the Practice’s Patient Participation Group (PPG) on an ad hoc basis. There is also a smaller number of patients who are the PPG Core Group and they are more involved on a regular basis. Membership of the Core Group is voluntary and open to all patients registered at the practice.

**Purpose**

The main purpose of the PPG Core Group is to ensure that the Practice and its patients have the opportunity to regularly work together to improve local services.

The Core Group and the Practice will ensure there is a system of communication with patients in the practice, so that their views and concerns are fed back into the **practice.** The Core Group will assist with communicating news and information from the practice to patients.

The Core Group will feedback relevant concerns/issues/good practice to the Surrey Heartlands Engagement Team and other bodies when appropriate, such as Healthwatch Surrey and CQC.

The decisions made by the Core Group will be owned by the group rather than an individual.

**Key Tasks and Objectives**

The key tasks and objectives are to:

* Contribute to practice decision making and consult on service development and provision
* Provide feedback on patient’s needs, concerns, interests and challenge the practice constructively whenever necessary.
* Serve as a ‘sounding board’ for dealing with concerns and criticisms about the practice – represent patients as well as enabling them to understand the practice’s point of view
* Provide a means for patients to make positive suggestions about the practice and their own healthcare
* Help develop practice surveys and review/discuss the results of any practice surveys and help to develop an action plan as required.

**Membership**

Membership of the Core Group is voluntary and open to all patients registered at the practice. Ideally there should be a good demographic spread to represent the practice population. Members must be prepared to commit to attending the group meetings. New members will initially have an informal discussion with the Chair to make sure they understand what is involved.
The initial Core Group will be limited to 10 members.

The Core Group will elect a Chair from among themselves. The Chair and practice staff will set the agendas for meetings.

Notes of meetings will be taken and they will be circulated to all members and made available to any patients on request or on the practice website. The notes of meetings will only refer to participants by their initials.

A senior Manager from the practice will attend meetings, and also a GP (schedule permitting). Other members of the practice team may be invited to attend to discuss specific issues.

The meeting will be held when four or more members of the group, excluding the designate manager and GP, are in attendance.

You can apply to become a member of the Core Group by going to the website and completing an administrative form or by contacting syheartlandsicb.managers.phoenixpractice@nhs.net

**Frequency of Meetings**

The Core Group will meet at least four times each year. There could also be an on-line forum for the exchange of views and information outside of these meetings, e.g. using WhatsApp. Meetings can be in the day time and also early evening as appropriate. Where feasible an online link may be available.

Additional meetings can be arranged as and when necessary.

**Ground Rules for Meetings**

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| The Core Group meeting is not a forum for individual complaints and personal issues. | Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion! |
| Open and honest communication applies to all. | All views are valid and will be listened to. |
| Be flexible, listen, ask for help and support each other. | No phones or other disruptions. |
| Respect the practice and patient confidentiality at all times. | Discrimination on any grounds will not be tolerated. |
| Demonstrate a commitment to delivering results as a group. | Start and finish meetings on time and stick to the agenda. |

**Review of Terms of Reference**

The terms of reference will be reviewed on an annual basis, normally at the first meeting after 1st April.