

LONGTON HEALTH CENTRE

Terms of Reference - Patient Participation Group

Title

The Group shall be called the Longton Health Centre Patient Participation Group.

Membership

- The Group consists of a cross section of patients who are users of the services from their differing backgrounds and whose input will help shape the present and future needs of patients of the practice. The practice will also be represented on the Group
- Members will reflect the practice profile and social environment of the area.
- Membership is open to patients of the practice and the Practice Manager will hold evidence that attempts have been made to involve different sections of the practice population.
- The Group will comprise a combination of virtual and face-to-face members to ensure that the views of a range of patients, ages and abilities can be sought and obtained
- To hold a meeting annually to ascertain election or re-election of Chair and Vice Chair and discuss any targets or pieces of work for the following 12 months

Aims

- To promote cooperation between the Practice and Patients and to develop a process of communication for our mutual benefit.

Revised Aims/Purpose - (ref 2015/16 General Medical Services (GMS) contract Guidance for GMS contract 2015/16 – Page 23 patient participation) – no further update 2016 June

- The purpose of the PPG is to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice.
- The requirement aims to promote the proactive and innovative involvement of patients and carers through the use of effective PPGs and to act on a range of sources of patient and carer feedback in order in order to improve the services delivered by the practice.

Objectives - (ref 2015/16 General Medical Services (GMS) contract Guidance for GMS contract 2015/16 – Page 23 patient participation)

- To provide a forum for engagement between the practice and patients in regard to the range and quality of services provided by and through the practice and future commissioning.
- To assist the Practice in the development of surveys in order to identify priorities and issues; to discuss the findings of such surveys; and, to agree any proposed changes in service provision through an agreed action plan.
- To encourage involvement in health promotion and educational activities and to support the practice in developing preventative medicine and lifestyle choices.
- To support the development of an effective communication system between patients and the practice.

- To ensure that patients are aware of the establishment of the Group and an Annual Report on the activities of the Group is published and made available.

Rules of Procedure

The Group shall appoint a Chair annually.

Details of the Group will be available to patients of the practice and patients advised as to how to communicate with the Group.

The Group is not a forum for individual complaints. All complaints should be addressed to the Practice Manager or through the formal NHS complaints procedure.

All communication with the Practice Manager shall relate to business of the Group. "Spam" or "Circular" emails should not be forwarded to members of the Group or the Practice.

The Group will ideally meet a minimum of 4 times a Year and publish an account of its activities including an Annual Report -

Secretarial support shall be provided by the practice unless agreed otherwise

Wherever possible items for the PPG Agenda shall be sought 14 days prior to the meeting and the Agenda issued 3 working days prior to the meeting.

Members should declare any pecuniary interests they may have in relation to items under discussion.

Where members are entitled to make decisions, such decisions will be through consensus normally by a show of hands. In the event of equality the Chairman will have casting vote.

That issue of confidentiality are respected and information governance requirements are met.

Review

- The above arrangements can be reviewed with agreement of the Group but at least on an annual basis.