**Rutland Medical Practice Patient Participation Group (PPG)**

**Terms of Reference**

These Terms of Reference may be reviewed as circumstances change.

**PPG Aims / Purpose**

* To support the practice in continually improving its service by providing feedback on patient concerns and expectations
* To explore ideas and areas for improvement or change identified by patient surveys
* To be a forum for ideas on health promotion and self-care
* To be consulted on service development within the surgery or on wider changes that may affect the surgery
* To facilitate links with voluntary groups and services in the community e.g. Healthwatch Haringey
* To encourage and facilitate volunteering to support the work of the practice.

**Membership**

* Membership is open to all registered patients aged 16 or over and their carers (who may be registered elsewhere)
* Patients who wish to become a PPG member should fill in the form on the practice website or obtain one from reception.  A PPG member will contact them as soon as possible to welcome them to the PPG
* The PPG will work to ensure that its membership is as representative and inclusive as possible of the whole patient group
* The practice manager and designated staff from the practice will provide support to the PPG
* The names of PPG officers will normally be listed on the practice website and noticeboard.
* Members are expected to support the group, the practice and the local population rather than to pursue their own personal agenda or grievance

**Organisation**

* PPG members will nominate and elect a Chair, Vice-Chair and Secretary of the PPG
* Their term of office will be two years
* PPG members will meet three times per year, online or in person. One of these meetings will be an open meeting for all practice patients
* The PPG may set up working groups from time to time to pursue specific projects.  These may involve people from the wider patient group

**Reporting**

* The group’s meetings will be recorded as minutes with highlighted decisions and action points.
* Decisions and actions can only be taken and minuted if at least six PPG members and one practice representative are present
* The practice manager or nominated practice representative will act as the point of liaison with the practice.  They will be responsible for distributing papers to practice GPs and other relevant staff
* The group welcomes guidance and suggestions from the practice
* Minutes will be made available to all practice patients via information  on notice boards and via the practice website.
* Practice and patient confidentiality will be respected at all times.

**Meetings**

* Scheduled meetings will be held in March, July and November each year. Special additional meetings may be called should the need arise
* One of these will be an Open Meeting – open to all practice patients.
* At least one practice partner or deputy, and the practice manager will, whenever possible, attend all PPG meetings.
* The Chair may decide to invite other practice staff, patient observers, advisers or other relevant people from outside the Practice to meetings of the PPG
* An agenda and any meeting papers will be sent to all members (in a suitable format for them) at least five working days before each meeting date.
* All members can contribute agenda items. The Chair supported by the secretary will plan and finalise the agenda before the meeting.

Agreed and adopted on [date]. Review date [date].