

Mill Street Medical Centre

Terms of Reference for the Patient Participation Group (PPG)

Aim of the Group

To represent the patients of Mill Street Medical Centre and work alongside practice staff to improve services to patients.

Membership

- The PPG is open to all patients, registered at the practice
- The patients that sign up to be part of the PPG must be committed to representing all patients and not the individual needs of the patients within the PPG.
- PPG members must be committed to attend as many meetings as possible.
- The PPG will endeavor to make sure that members reflect the diversity of the practice population.
- A Chair and Vice-Chair will be elected
- A third of members shall form a quorum at meetings of the committee (once the group is large enough)
- Membership will be automatically terminated in the event of that member ceasing to be a patient.

Objectives

The PPG will aim to:

- Act as an advisory group providing perspectives and concerns from patients that can influence how services operate, how accessible they are and how suitable they are for the patients.
- Advise the practice on how to improve communications with patients in the most beneficial way.
- To monitor complaints and comments received about the practice.
- To advise and act as a consultative group for any changes within the practice.

- To review the results of patient surveys and suggest changes where appropriate.
- To support the practice in promoting local and national campaigns
- To work to an agreed work plan to ensure the PPG is active and has a calendar of events planned throughout the year.

Meetings

- The PPG will meet quarterly initially and these meetings, dates and times will be set in advance. Meetings will be reviewed and the group will determine if quarterly meetings are appropriate
- Any member of the PPG who is unable to attend a meeting to send their apologies to the chair of PPG and Practice staff of the surgery.
- Practice representation to endeavor to attend all meetings and a GP will attend where practical, to present news of developments within the practice and to respond to issues raised by the PPG.
- Other members of staff of the practice and third parties may also be invited to attend.
- Minutes of the meeting will be sent to all members of the PPG as well as other communication areas, deemed appropriate.
- Minutes and notices to be shown on the practice website, dedicated patient notice board to ensure maximum patient contact, so all patients are kept informed.

Surgery Commitment

- The surgery will commit to the attend PPG Meetings.
- The surgery will take forward issues and recommendations from the PPG and supply the responses of actions taken as a result.
- The surgery will keep the PPG informed of service developments
- The surgery will provide a room for the meetings
- The surgery will provide allocated space within the reception area for campaigns etc,
- The surgery will provide refreshments for the meeting
- The surgery will provide admin support at each meeting