

## Castle Gardens Surgery



### **PATIENT PARTICIPATION GROUP TERMS OF REFERENCE & MEMBERSHIP**

#### **Our Aims**

The aims of the Patient Participation Group are to:

- provide a patient perspective to the practice
- provide a forum to discuss issues relevant to the practice and
- to enable patients to influence local health care services
- to communicate news and information from the practice to their patients

#### **Our Objectives**

- contribute to practice decision-making and consult on service development and provision
- provide feedback on patient's needs, concerns and interests and challenge the practice constructively whenever necessary
- serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's point of view
- develop self help projects to meet the needs of fellow patients for example providing transport to enable patients to get to the surgery.
- provide a means for patients to make positive suggestions about the practice and their own healthcare
- monitor services, such as hospital discharge and support when back in the community
- liaise with other Patient Participation Groups in the area.

#### **Membership**

Membership of the group is voluntary. The group is open to all patients registered at the practice who must register their interest to join the group, however all efforts should be made to establish a good geographical spread to represent the practice population and a fair cross section of the patient list.

Members who choose to join group will be encouraged to be involved through email communication, "virtual group" supported by voluntary attendance at group meetings.

Members joining the group without an email address will either be required to give text messaging consent to the surgery, so that they can be communicated to by mobile phone or take responsibility for checking the PPG noticeboard or new PPG folder, where information about future meetings and communications will be displayed.

All members will be happy to be contacted via email, sms text messaging or take responsibility for checking PPG noticeboard/ folder to share documents and offer their views.

The group will elect a Group Lead, to be re-elected annually, who will be supported by voluntary task helpers agreed within PRG meetings.

### **How We Work**

The Practice Manager will act as Chair until such time the group wish to elect their own Chair and will also take the minutes which will be circulated to all members and made available to any patients on demand.

We expect the group to work based on consensus. If an issue requires a vote, this will be based on one member one vote. A vote may be requested in two ways:

- during group meetings, where attendees at the meeting will vote on behalf of the whole group.
- through the virtual group by email, by those who respond in support of the issue raised.
- In the event of a 'tied' vote, the casting vote of the Chair will be binding.

### **Quorum**

The meeting will be quorate when five or more members of the group, inclusive of practice manager and GP, are in attendance. If five or more members are not present, or cease to be present during the meeting it will be adjourned.

### **Frequency of Meetings**

The group will meet at least quarterly with meeting dates planned well in advance. The meetings will be attended by the Practice Manager and a GP.

### **Review**

The Terms of Reference will be reviewed on an annual basis.

Membership of the group does not confer any priority claims on the practice or any right to preferential treatment. Nor does it alter the existing NHS processes for handling individual complaints, a copy of which is available from the Practice Manager.