

Patient Participation Group

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

1. Title of the Group

The Group shall be called **Lister House Surgery - Patient Participation Group (PPG)**

2. Aims of the Group

The role of a Practice PPG is to act as a communication channel between the Practice, its patients and the public in its locality. This role is pro-active and two-way and will include research and investigation of local issues, good practice in the delivery of health and social care.

The aims of the Group are to enhance the relationships between patients and the Practice:

- 2.1 By acting as a “critical friend” to the Practice by researching and reporting on local issues and concerns in the delivery of health and social care.
- 2.2 By being a local champion for patients and promoting healthy lifestyle choices. Helping to
- 2.3 Helping to fill some of the gaps in services by signposting patients to available support or providing services such as patient libraries, volunteer transport, befriending and support groups.
- 2.4 Influencing the services that are provided, and where they are provided, by taking part in what are called commissioning decisions: this means that services can be developed in the way that is best for patients.
- 2.5 To recruit other members of the PPG so that representation of the practice can be ranged across a large section of patients.

3. Membership of the Group

3.1 The Group shall consist of any registered patient who subscribes to Lister House Surgery Patient Participation Group and membership shall be free of charge.

3.2 The Group’s activities will be organised by a Committee elected from the members.

The Practice Manager will be ex officio member of the Steering Committee.

3.3 **The Committee** will elect a number of officers including a Chairman and a Secretary.

3.4 **Meetings of the Group;** The Committee will meet on a regular basis either in person or via zoom meetings every 6-8 weeks or at other times as required. Online invitations will be sent via link to members email addresses.

3.5 Patient Representatives

At the invitation of the practice the Group may elect members as patient representatives on committees and panels of other NHS organisations including representatives on the N&E H Clinical Commissioning Group.

3.6 Conduct of Members - Patient / Doctor Confidentiality

Members of the PPG will respect patient/doctor confidentiality and act with integrity at all times. They will refer all compliments and complaints from individual patients and family/carers either directly to the Practice, or as appropriate to PALS or other official channels.

4.0 Organisation and Activities of the Group

The findings of PPG are confidential and will not give a wider audience until the practice has had time to consider them. PPGs have no executive function and should manage their activities so as to have limited call on Practice resources and finance.

4.1 Communication and Consultation with the Practice and with Patients

The Group will seek to contribute to, and be kept informed of Practice decisions on the provision of medical

services and assist in the assessment of community health and social care needs.

4.2 The Group will communicate with patients informing them of the work of the Practice and activities of the Group by issuing an Annual Report and between times through bulletins distributed by email at the surgery and on the practice web-site. The same channels will be used to seek and encourage patients to engage with the group by informing the group of their concerns and of their experiences and by joining the group in its activities.

4.3 Commissioning Clinical Services

The Group will be kept briefed on Practice issues relating to the commissioning of health and social care services, so as to be able to represent the Practice at meetings of the E&NH CCG. Patient representatives will feed back committee proceedings to the practice, usually in writing.

Revised May 2021

