

City Walls Medical Centre Patient Participation Group Terms of Reference

1. Aims

To strengthen the relationship between the Practice and its patients and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

2. Objectives

- To enhance communications between the patients and the Practice
- To identify opportunities to improve the patient experience
- To support the Practice in the drafting and development of services, systems, materials and communications

3. Membership

The membership of the City Walls Medical Centre PPG shall include:

- **Patient representatives.**
- **General Practitioner(s).**
- **Representatives from the practice team**

And as such:

- PPG membership will be open to anyone registered with the practice. The practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the patient population.
- Members may choose to join a Practice virtual group, for consultation purposes, or become full members committed to attending meetings.
- All members will be expected to respect the ground rules (see below)
- Membership of the group does not confer any priority or right to preferential treatment, nor does it alter the existing NHS processes for handling individual complaints.

4. Ground rules for meetings

- We respect confidentiality and will not discuss personal or sensitive information outside a meeting.
- The PPG meeting is a forum for broad discussion (not for an individual's complaints)
- We advocate open and honest communication and challenge between individuals
- We will be flexible, listen, ask for help and support each other
- We will demonstrate a commitment to delivering results, as a group
- Silence indicates agreement – speak up, but always go through the chair

- All views are valid and will be listened to
- There must be no phone or other disruptions.

5. Meetings protocol

- We will endeavour to start and finish on time and stick to the agenda
- We will hold meetings at least 4 times a year or more often if the group agrees.
- Meetings will have an agenda and, where relevant, pre-reading attachments, which will be issued at least one week in advance, for discussion at the meeting. Minutes will be taken and will include points for action, action owners and timings for action - these will be issued within one week of the meeting being held.
- Dates of meetings will be publicised and a copy of the minutes displayed on the web site for patients to read.
- The Chair and Secretary of the PPG will be appointed by the group from the patient membership.
- All members of the group will be contacted by the Secretary at least 2 weeks in advance of each meeting and invited to raise items to be placed on the agenda.
- The chairman may from time to time set up ad hoc groups from PPG members who volunteer to help carry out particular tasks/assignments.

5. Review

These terms of reference will be reviewed by the PPG Members annually.