**Eldene Surgery Patient Participation Group**

**Terms of Reference**

**Aims of the group**

To promote co-operation and strengthen communication between the Practice, patients and the wider community for the benefit of all, whilst respecting Practice and Patient Confidentiality.

Our group is affiliated to The National Association for Patient Participation (NAPP). Renewal is on an annual basis and membership reviewed before renewal.

**Membership**

Membership of the group shall be free and open to all registered patients and staff of the Practice.

The PPG has a face-to-face group and a virtual group and is made up from those who have registered an interest in taking part. Contact will be by email or text or, where there is no other contact available, by post.

The Group shall endeavour to represent and reflect the local community.

No member will divulge matters discussed to outside agencies without the Practice management’s permission.

A confidentiality agreement will be signed by all members.

Any confidential information given at the meetings will be identified as such and not included in the minutes.

A Patient Participation Group member who fails to attend three consecutive meetings without giving an acceptable reason will have deemed to have resigned.

**Activities of the Group**

The Group will facilitate good relationship between the Practice and patients by communicating patients’ experiences, interests and concerns to the Practice management.

The Group will facilitate the promotion of the value of the Patient Participation Group (PPG) by communicating this using leaflets and notices in the waiting/reception area, PPG website, Practice website and the quarterly newsletter.

The Group will recommend to the Practice management any health seminars for patient groups and facilitate such meetings as agreed.

The Group will promote such seminars/meetings using the aforementioned methods of communication.

The Group will follow up any medical developments in patient care and Practice efficiency and bring to the attention of the Practice management.

The Group will ascertain patient concerns by using a well-appointed Practice suggestion box, compliments box, face to face discussion, easy immediate feedback on appointment experience as well as questions added to the Friends and Family Test that has been a requirement for all GP Practices to carry since December 2014. The Group will assist with the correlation and interpretation of the results of the questions and make recommendations based on the results. Information; flow should work both ways, the practice should also be following up medical developments and efficiency improvements and consequently should be bringing these to our attention

The PPG will communicate with the practice community and/or the wider community health & relevant information about the practice.

The Group will prepare PPG updates for the Practice and PPG websites.

**Event Planning**

The Group will chronologically plan the event activities chosen for patient groups and produce a timetable for advertising in all media.

The costing of these events will be made in conjunction with the Practice Manager.

Any grant application will be made by the Practice Manager.

**Meetings**

The Group will meet every three months at the Practice (or via communication link) at specified times and on defined days to instil the regularity to the patients.

Healthwatch Swindon PPG Forum meetings will be attended by members of the PPG.

Notices of meetings, information about the PPG activities will be displayed on the Practice notice board, website, newsletters, PPG website and members will be notified by email.

The Practice shall endeavour to have the Practice Manager and/or a GP at all PPG meetings.

The PPG designated subgroups will meet as and when necessary.

**Organisation of the Group**

The Group will comprise of:

Chair

Vice Chair

Secretary

All registered patients are welcome to join the PPG although, in the interests of effective decision making, membership of the core is limited to twelve.

The Group’s activities will be organised by nominated members of the committee.

A calendar of events will be made by the PPG committee and actioned against nominated

Members.

An Annual General Meeting (AGM) shall be held annually which officers will be elected

and chosen for one year’s duration.

A quorum of 6 members will be required at the AGM.

Date of approval TOR of Eldene Patient Participation Group 19th July 2023

Reviewed and amended 19th July 2023. Next review date: July 2025

Signed by Norma Thompson.