Millbrook Surgery Patient Participation Group- Terms of Reference

Rules of the Patient Participation Group:

* PPG Meetings are a safe space, where everyone has the right to express their views.
* Anything discussed in the meeting is confidential and should not be shared with anyone outside of the Patient Participation Group.
* Anything discussed in the meeting that may be a Safeguarding concern will be taken further, as per Practice Policy.
* Any personal grievances concerning the practice should be discussed privately with the Practice Management Team and not at the PPG Meetings.
* The Chair and Secretary will be responsible for making sure the meeting runs in the allocated timeframe and according to the agenda.

Aims of the group:

* The group will be a link between the practice and the local community. It will represent the views of the local community and pass on any praise or concerns to the practice. It will also work with the practice to provide views on services and initiatives, which will ensure the practice operates in the most effective way for its patients.
* The group will work with the practice to maintain a high level of service for patients, particularly as the patient list continues to grow in line with the local community.
* The group will work with the practice and the local community to encourage patients to join the group, ensuring the group represents the patient list and views from all parts of the community.

Membership/Structure:

* All patients registered at the practice can join the Patient Participation Group.
* Any members of the group who are deducted from the Practice List are no longer eligible to be a part of the Patient Participation Group.
* The Patient Participation Group needs to be representative of the Practice List and work should be done to ensure that there are members from all different backgrounds.
* The group will adhere to the principles of the Equality Act 2010.
* The Group will have a Chairperson and Secretary in post, who are responsible for leading and organising the group alongside the Practice Team.
* The Chair is responsible for creating the agenda, leading the meeting and providing all attendees with the opportunity to share their views on each topic.
* The Secretary is responsible for assisting the Chairperson as necessary, taking the minutes during the meeting and making sure the meeting runs in the allocated time.
* In the event that one or both of these posts are vacant, the Practice Team will assist until the roles have been filled.

Meetings:

* Meetings must be held at least four times a year. Meetings can be held more often if necessary.
* All meetings will be led by the chair. In their absence the Practice Team will lead the meeting.
* The Secretary will be responsible for producing minutes from each meeting, which will then be distributed to all members of the group.
* Any members of the group who are unable to attend a scheduled meeting should pass their apologies on to the Practice Team to be read at the meeting.

Activities of the group:

* The PPG will meet at least four times a year to discuss any relevant matters relating to Millbrook Surgery.
* The PPG will work actively to encourage membership and make sure the group is representative of the Practice List.
* The PPG will provide a link between the local community and the surgery.
* The PPG will work with the community to raise awareness of the successes of the surgery.
* The PPG will work with the surgery to identify areas requiring improvement and how this can be done.
* The PPG will help to ensure that the surgery’s patients are benefitting from the services they’re offered and that the services provided are appropriate for the local community.