



## **Terms of Reference for the Merridale Patient Participation Group (PPG)**

Updated: February 2015. Next review date: February 2016

### **Purpose of the PPG is:**

1. To represent the views and wishes of the whole patient population in order to help the practice deliver the safest and best service possible
2. To support and assist the practice with plans, initiatives and proposals (e.g. helping the practice agree and review short-term and long-term goals)
3. To provide patients with an alternative confidential mechanism whereby they can report their concerns, complaints and compliments that relate to the practice. The PPG will subsequently raise any matters arising with the Reception Manager and other key stakeholders
4. To support and help the practice in appropriate key communications with the wider patient population, e.g. helping to write and review the practice newsletter, reviewing patient information leaflets, reviewing website content, etc.
5. To ensure that services delivered by the practice are scrutinized with relevant feedback provided in a concise and timely manner
6. To highlight to the practice, matters that are important to patients and work constructively with the practice to address these
7. To ensure the wider practice patient population understands the role, purpose and work of the PPG and that PPG activities are transparent (e.g. minutes of PPG meetings are available to patients)
8. To identify a minimum of three priorities for the annual PPG action plan and develop PPG sub-groups that work with the practice on these
9. To collaborate with the practice on fundraising initiatives that will be of benefit to the practice population and/or local community
10. To represent and champion the services of the practice.

### **Administration of the PPG:**

1. The group will formally meet with practice representatives at least 6 times per year (i.e. bi-monthly meetings).
2. All members of the PPG must sign a confidentiality agreement.
3. The group aim to be fully representative of the wider patient population. The PPG seek representation of at least 1 patient per 1,000 patients
4. There needs to be at least 5 PPG members(including either the chairman and secretary)
5. When making decisions all PPG members are entitled to one vote each and a simple majority must be attained for a decision to be carried.