

## TERMS OF REFERENCE

### Name

The group is called Broomleys Surgery Patient Participation Group

### Aims

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

### Objectives

#### ***Be a Patient Voice: promoting a patient led culture***

- ❖ Provide a choice of medium for patients to give feedback and comments about the Practice to the PPG
- ❖ Develop community profiles and engagement, and collect community intelligence
- ❖ Use information gathered from patients to discuss any problems and potential improvements within the Practice
- ❖ Support the CQC inspection process
- ❖ Contribute to the Patient Newsletter
- ❖ As appropriate represent the patient voice beyond the Practice

#### ***Promote better healthcare and treatment***

- ❖ Provide information to promote self-care and understanding of long-term health conditions
- ❖ To raise awareness of and access to other support agencies
- ❖ Work with the Practice to improve the take-up of vaccination programmes
- ❖ Encourage communication of public health messages

#### ***Challenge and Support: help the Practice to improve service delivery***

- ❖ Identify opportunities to improve the patient experience
- ❖ Foster the treatment of patients within a safe, risk free environment
- ❖ Promote improvements by identifying developments and best practice through local, regional and national networks
- ❖ Work with the Practice to help us address the challenge of 'change'
- ❖ Review patient targeted material

#### ***Develop PPG influence through 'Good Practice'***

- ❖ Affiliation to appropriate organisations at keep aware of local and national initiatives
- ❖ Observation of Data Protection Act and PPG Confidentiality Agreement e.g. when handling patient or Practice material
- ❖ Development of protocols to respond appropriately to patients, the Practice and outside bodies. Where no protocol exists, reference initially to the Chair, where activity may create a reputation risk to the PPG or the Practice
- ❖ Periodic review of insurance cover, Roles and Responsibilities and PPG protocols
- ❖ Networking with appropriate groups to share experience and influence services

## ***Membership***

- ❖ Ideally members should have active involvement within the community, but will not formally represent other organisations
- ❖ All members must sign a Confidentiality Agreement with the Practice

## ***Meetings***

- ❖ Meetings will usually take place once every two (2) months to be held at the surgery, timings may vary from meeting to meeting
- ❖ Meetings will typically alternate between 'patient only' and those attended by a Practice clinician such as GP and/or Nurse Practitioner
- ❖ At the end of each meeting any identified confidential item will be minuted separately
- ❖ In addition to formal two (2) monthly meetings, the group may host stalls at various events such as health promotions or local community fates, also members may volunteer at Practice held clinics should the need arise

## ***Finance***

- ❖ Any money that has been raised through community events will be monitored by the Treasurer who will report to the group at the end of each meeting
- ❖ Any request to draw from the funds of the PPG must be made to the PPG chair in accordance with the published protocol. The Treasurer will liaise with the Practice Manager as appropriate