

**Combs Ford Surgery
Patient Participation Group**

Draft Terms of Reference

1. Introduction

The role of the Combs Ford Surgery Patient Participation Group (PPG) is to bring together patients, doctors and members of the Practice team to work in partnership, in order to promote the wellbeing of patients and support the Practice in providing a high quality of service and care.

2. Role and Remit of the PPG

- To facilitate and enable dialogue between patients and the Practice team and promote patient involvement in the development of patient services.
- To provide a 'patient voice' and suggest constructive solutions to issues raised by patients.
- To assist in the maintenance of good relations and communication between the Practice, local community and other relevant bodies on behalf of patients.
- To support the Practice in achieving its health promotion aims by encouraging health education activities within the Practice and the community.
- To provide support where appropriate for initiatives undertaken by the Practice involving interaction with patients.
- To discuss proposals for change in the NHS and how these might affect the Practice and respond to consultation
- To ensure the special needs and interests of all patient groups are taken into consideration.

3. Membership

The membership of the PPG will include:

- A maximum of 10 patient representatives
- A Member of the Partnership Group
- The Practice Manager

The Group will appoint a patient representative Chairperson and a patient representative Vice Chairperson at the first meeting of each calendar year.

Patient membership will be open to anyone registered with the Practice.

(cont.)

4. Meetings

- Meetings will be held at least four times each year and notice of meetings will be given at least seven days beforehand. Dates of Meetings will be publicised in the Practice waiting area where a copy of Group Minutes will be displayed for patients to read. Surgery notice boards will have a dedicated section for the Patient Participation Group.
- At Meetings of the Group, three patient members will constitute a quorum in the event of a substantive vote. All members with voting rights must be patients of the Practice.
- Meetings will be held in Combs Ford Surgery
- The PPG Chair will undertake the organisation of the meeting Agenda and arrange for the preparation and publication of the Minutes.
- All members of the Group will be contacted in advance and invited to raise items for the Agenda.
- Members of the PPG will not discuss personal issues at meetings. Neither should they bring forward specific complaints from patients. (These should be raised with the Practice at the time).
- Members of the PPG will respect the rules of confidentiality and data protection. Minutes of the Meetings will only contain information that is appropriate for the public domain and sensitive information will not be discussed outside of Meetings.

5. Annual General Meeting (AGM)

- The AGM will be held annually as the first Meeting in the calendar year. Notice of the date and time of the AGM will be made widely available through the surgery, email and website six weeks before the meeting.
- At the AGM, the Chairperson will present a report of the Group's activities during the preceding 12 months.
- Any proposed items for the agenda for the AGM must be submitted to the Chairperson no later than two weeks before the notified date of the Meeting.