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TERMS OF REFERENCE
PATIENT PARTICIPATION GROUP OAKS HEALTHCARE
PATIENT PARTICIPATION GROUP

The overall aim of our group (PPG) is to develop a positive and constructive relationship between patients, the practice, the local clinical commissioning group, and the community it serves.

Our group's key roles and responsibilities are to:-

- Represent patients' views whilst also helping them to understand the practice's viewpoint and the wide constraints of the NHS.
- Advise the practice on ways to maximise patient feedback via Friends & Family Test and other feedback mechanisms.
- Support the practice in health promotions, preventative medicine, healthy lifestyle choices, appropriate use of healthcare services and any other areas as to improve the health of the patient community and the efficient use of NHS resources.
- Liaise with the Fareham & Gosport, SE Hampshire PPG Forum to share and develop best practice and/or resources.
- To work with the practice in implementing any changes required to services or processes identified by the results of the annual patient survey and general patient feedback.
- To contribute to the development process and comment upon any resulting action plans.
- To co-operate with the Care Quality Commission (CQC) during practice inspections.
- The purpose of the Patient Participation Group (PPG) is to establish a system of communication with all registered patients in the practice, so that their views and concerns are fed back into the Practice. The Group will be responsible for communicating news and information from the practice to patients. The PPG is to feedback relevant concerns, issues and good practice to patients; in particular the reasons and rationale behind the changes to the "traditional" modus operandi of GP Surgeries.
- Oak's PPG is to feedback relevant concerns, issues and good practice to the PPG Network, Clinical Commissioning Group and other bodies.

Key tasks and objectives: -

- Contribute to Practice decision-making and consult on service development and provision.
- Provide feedback on patients' needs, concerns and interests whilst challenging the practice constructively whenever thought necessary.
- Serve as a sounding-board for dealing with concern and criticisms about the Practice whilst representing patients as well as enabling them to understand the Practice's point of view.
- Help develop the Practice Survey.

- This list is neither exclusive nor mandatory and may be amended at any time subject to the agreement of a majority of the group, and new Terms of Reference will be uploaded to all members upon change.

Responsibilities of the Individual Members of the PPG:-

To achieve this, all PPG members are expected to adhere to the following code of practice:

To make concerted effort to attend all PPG meetings held during the year at the Oaks healthcare surgery in Cowplain, unless illness, holidays and other unforeseen circumstances prevent their attendance. It is important such absences are notified to the secretary of the PPG in advance, preferably in writing or verbally.

- To note that in the event a member fails to attend three successive PPG meetings or fails to contribute to the meetings in the form of sending in comments via email on agenda issues and previous minutes, the member is deemed to have no further interest in the activities of the group. In such instances, the chairperson of the PPG has the discretion to expel them from the group.
- To keep up to date with the developments within the practice and activities of the group through minutes, newsletters, and patient surveys.
- To raise issues at the PPG meetings that could affect the day-to-day running of the practice. The chairperson has the final say as to what items should be included in the agenda for discussion.
- Members should refrain from discussing at the PPG meetings their own personal issues with the practice. Such matters should be left to the practice to deal with on a case-by-case basis.
- To support the group during regular activities as listed previously.
- To provide co-operation and offer support to the chairperson in organised events.

Membership of the Group:-

- Membership of the group will be limited to a max of 15, plus the Practice Manager and an Administrative Representative who will act as secretary. For voting purposes membership will always be on an ODD number basis. New members of the group will be recruited by completing a Prospective Members Application Form followed by an interview conducted by the chairperson and one other nominated PPG member.

Organisation of our PPG:-

- The PPG's activities will be co-ordinated by a committee of volunteers and invited members. The nominated Chair will act as conduit for all practice communications and will be responsible for running the committee meetings.
- The group will consider how to expand in future to ensure representation from various age and population groups.
- The PPG will hold an Annual General Meeting which will be attended by one of the GP partners.
- All meetings will have minutes, a copy of which will be made available to patients on request only.
- The PPG will produce an annual resume of the group's activities which will be made available to all patients via the usual methods of communication.