**St Pauls Partners Patient Participation Group (PPG)**

**Terms of Reference**

**Aim of the group**

To represent the patients of St Pauls Partners and work in partnership with GPs and practice staff to improve services for patients.

**Membership**

* The PPG is open to any patient registered with the practice
* It should be reflective of the patient demographic of the practice
* The PPG will elect a Chair to run meetings and guide work of the group

**Objectives In partnership with the practice, the PPG aims to:**

* To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice
* To communicate to the practice areas of patient concern with a view to influencing change
* To act as a consultative group for any changes at the practice
* To encourage and support the role of the practice in involving patients in their own care
* To annually review the results of the patient survey and suggest changes as appropriate.

**Meetings**

* The PPG will meet at least three times a year and these meeting dates will be set in advance
* Members will send apologies in advance of the meeting if they are unable to attend
* Practice staff will send apologies in advance of the meeting if they are unable to attend allowing enough time for the meeting to be rescheduled if deemed necessary
* A Practice GP, or deputy and whenever possible the Practice Manager will attend all PPG meetings to present news of developments within the practice and to respond to issues
* At the discretion of the Chair the GP can be requested to attend part or all of the meeting. Other staff of St Pauls Partners or other parties from outside the Practice may also attend by invitation
* Copies of the minutes of meetings will be prepared by or sent to the Practice Manager for distribution to the practice staff and to be made available to patients on notice boards and through other communication means deemed to be appropriate.

**Dissolution**

* If the PPG considers it appropriate to dissolve, patients will be notified of the proposal, in writing, such notice to be displayed in the waiting room. Full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting where the proposal may be upheld or suspended.
* Notice should be given at least one month before the proposed final meeting of the PPG.
* Reasons for the dissolution or other action to be duly recorded in the minutes and published.

PPG Member’s Commitment

* The PPG member will attend at least 75% of PPG meeting pre-year
* All PPG members will agree and comply with the Rules of Conduct during PPG meetings
* PPG members will be active in promoting and delivering PPG objectives
* The Practice manager or delegated Practice Staff member will attend all PPG meetings
* St Pauls Partners will commit to attending meetings of PPG, taking forward issues and recommendations from the PPG and supplying responses of action taken as a result and will be party to decisions taken by the PPG.
* St Pauls Partners will keep PPG informed of service developments and bring them for discussion at PPG meetings, including how wider practice population can get involved in these discussions.

**PPG CONSTITUTION**

The group shall be known as St Pauls Partners PPG, membership will be open to any patient registered with the practice and will include the practice manager or other practice team members as representation from the practice. Membership will be via the meeting group or virtual group.

**Aims**

* The group will provide a communication channel between the patients and the practice.
* With the help and assistance of practice, the group will seek suggestions from patients for improvements to the service and highlight any areas that need attention.
* The group will assist the practice in monitoring quality through patient participation.

**Objectives**

* Communication: The group will influence the development of policies in the practice by representing patient views. This will ensure patients make the best use of the facilities available.
* Surveys: The group will conduct surveys with patients to inform the action plan.
* The group will work with the practice to ensure changes are fed down to local community groups.
* The group will be informed of the commissioning plans and policies of the CCG and engaged in consultations when required.
* Information will be given to patients through poster displays and the practice newsletter (when this is developed).

**Rules Governing the Group**

* The group shall elect a chair to serve for a period of two years and will be elected at a PPG meeting.
* Meeting at the practice will be held quarterly.
* The group will consist of at least a core group of 4 patients.
* A copy of the minutes from the PPG meeting will be sent out to members via the Secretary and are also available on request or on the practice website.