

Almondsbury Surgery PPG

Patient Voice

Terms of Reference 2016

1. Introduction

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

GP practices also have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- promote the wellbeing of patients, help patients take responsibility for their own health needs and support the practice to provide a high quality of care and service delivery
- provide a locality support process for commissioners so that local needs can be identified

2. Aims and Objectives

Aim: To contribute to continuous improvement of the services and quality of care offered by the practice

The PPG will enable the practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- a) Foster and facilitate improved communication between the practice and its patients
- b) Promote PPG in the local community concerning health needs, health priorities and current service provision taking into account town and district wide needs
- c) Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
- d) Ensure the needs and interests of all patient groups are taken into consideration - including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
- e) Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such systems amongst patients
- f) Support the practice to achieve its health promotion aims and help patients to take more responsibility for their health
- g) Provide practical support for the practice e.g. helping to implement change and admin support
- h) Review and where appropriate provide advice and recommendations on patient surveys

3. Membership

- a) The membership of the PPG will include:
 - b) patient representatives
 - c) an open invitation to a designated GP for attendance as and when resources allow

- d) representative from the practice team will be the Operations Manager
- e) Patient membership will be open to anyone registered with the practice

- f) A virtual group will be set up to engage the wider community.
- g)

4. Meetings

- a) Meetings will be held quarterly and notice of meetings will be given at least 28 days beforehand. Members can call special meetings via the Chairman.
- b) Dates of quarterly meetings will be publicised on the notice board in the practice waiting area where a copy of the Group's minutes will be displayed for patients to read. This information will also be made available on the website.
- c) The group will be chaired by a patient representative. A chair, vice-chair and secretary will be appointed annually by the group in January.
- d) Meetings will be held on the practice premises.
- e) The agenda for quarterly meetings will be agreed by the Operations Manager and Chair. The Chair will organise the agenda and papers. The secretary will take items for discussion and agree with the Chair. The practice will print papers required for meetings
- f) All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.
- g) A representative from the practice team will attend quarterly meetings. The PPG secretary will take minutes.
- h) All patient representatives should contact the Chair or PPG Secretary with any apologies, questions or issues.
- i) All attendees will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting.
- j) Chair or nominee will be encouraged to attend regional PPG forum.

5. Quorum and Decision-Making

- a) At group meetings a quorum will consist of 5 members.
- b) The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group. The Chair will have the casting vote if the vote is tied.

Agreed 6th April 2017