

Lawton House Surgery

Patient Participation Group Terms of Reference

1) Introduction

General Practice 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 duty to engage with their patients in order to make decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the Lawton House Patient Participation Group are to bring together patients, doctors, and practice staff to promote the well-being of patients and support the practice to provide a high quality of care and service delivery.

2) Aims and Objectives

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

- i) Facilitate and enable communication between patients and the practice team to promote patient involvement in the practice.
- ii) Collect feedback from the community and other Health related organisations about current health service provision and suggestions concerning gaps and how services could be improved.
- iii) 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.
- iv) Ensure the development of the practice systems, appointments, telephone system including website, waiting room monitors and newsletter.
- v) Support the Practice to achieve its health promotion aims
- vi) Review and where appropriate provide advice and recommendations on Practice's patient surveys.
- vii) To conducts with the practice approval annual patient surveys
- viii) Support and assist CQC inspections
- ix) Contribute to Patient newsletter and website
- x) Build relationships with other PPG's

3) Membership

The membership of the PPG will include:-

- i) Patients of Lawton House Surgery

- ii) GP Partner or other doctor representatives from the practice team, the Practice Manager or Deputy and a person from the admin team
- iii) The Patient Participation Group will invite other health professionals or patients to specific meetings
- iv) Patient membership should reflect the practice profile to include gender, ethnicity, age and disability.

4) Meetings

Meetings will be held at least 4 times a year and notice of meetings will be given at least 14 days beforehand.

Dates of meetings will be publicised in the practice waiting areas where a copy of the Group's minutes will be displayed for patients to read. Patient comments may be submitted for consideration.

- i) The group will elect a Chairperson and Secretary and other Officers as the group feels appropriate to organise, arrange and report on meetings and other activities organised by the PPG. These positions will be reviewed annually.
- ii) Meetings will normally be held in the Practice premises or other more appropriate location.
- iii) All members of the group will be contacted in advance and invited to raise items to be placed on the agenda. Items for the agenda should be forwarded to the Secretary in advance.
- iv) All patient representatives should contact the practice manager and chair with any questions or issues
- v) All members will be required to sign a confidentiality agreement and not discuss personal or sensitive information outside a meeting.
- vi) Terms of Reference will be reviewed annually.

5) Quorum and Decision Making

At Group meetings a quorum will consist of 4 members. The PPG will aim wherever possible to reach decision by consensus. Where this is not possible, the view held by the majority will be accepted and taken forward by the group.

6) Surgery Commitment

- i) Lawton House Surgery will commit to the attending of the PPG. Meetings
- ii) Lawton House Surgery will take forward issues and recommendations from the PPG and supply the responses of actions taken as a result
- iii) Lawton House Surgery will keep the PPG informed of Service Developments