

HAMSTREET SURGERY

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

Hamstreet Surgery incorporating representatives from the whole Practice area aims to provide the best medical care for all our patients in a friendly, caring environment. We try to be forward thinking and willing to embrace new systems to improve patient care and we welcome comments and suggestions from patients to help us achieve our aims.

1.0 Hamstreet Patient Participation Group is a support and advisory group, which will:-

- Involve patients in the planning of the general medical services provided by the practice.
- Discuss with patients potential or proposed changes to services provided by the practice.
- Provide an opportunity for patients to put forward ideas for developing and improving general medical services provided by the practice.
- Raising any general concerns about current services provided.

It is important to note that Hamstreet Patient Participation Group will **NOT** be responsible for, nor get involved in, specific patient complaints. Patients with a specific complaint should be referred to the "Practice Complaints Procedure"

The Patient Participation Group does not have any management or financial responsibility for the Practice.

1.1 Frequency of Meetings

Hamstreet Patient Participation Group will meet regularly in alternate months.

1.2 Membership

Hamstreet Patient Participation Group will usually consist of between 10 to 15 patient members and 1 to 3 practice members. Practice members may alternate depending upon the agenda to be discussed.

In order that the membership is representative of the views of all patients in the practice, the following factors will be taken into account:

- Geographical location
- Gender
- Age

Hamstreet Surgery will encourage patients to volunteer to become a member of the Patient Participation Group by advertising:-

- Practice Newsletter
- Practice Leaflet
- Website
- Posters

All members of the PPG shall resign at the AGM but can be re-elected unless there is a large number of patients wishing to volunteer. In this case some existing members should stand down but at least 50% of the new group should have served in the previous year in order to ensure continuity.

The chairman should resign after three years and can be re-elected as chairman for 5 successive years.

1.3 Quorum

A quorum will be four patient members and one practice member.

1.4 Minutes of the Meetings

A written record of the meeting will be prepared and circulated to members of the Patient Participation Group by the secretary.

Minutes of the meeting will be in summary format stating clearly decisions that have been made and responsibilities/actions to be undertaken. Minutes of the meeting will **NOT** attribute particular comments to a specific member of the group, unless especially requested.

1.5 Feedback to the Practice Population

A summary of the minutes of meetings are available to any patient wishing to see a copy.

1.6 Annual General Meeting

An Annual General Meeting of the Patient Participation Group will be held in May and an invitation to attend the meeting extended to all staff and patients of the Surgery.

1.7 Virtual Patients Participation Group

In order to enable as large a number of patients to participate, a Virtual PPG has been established. Its members shall receive by email the minutes of each meeting and other communications as necessary. They can make representations to the PPG by contacting the Chairman.

PLEASE NOTE

It is important for members of the Patient Participation Group to be aware that Under the Freedom of Information Act 2000, Hamstreet Surgery has a duty to respond to individual requests for information from members of the public.