



THE WILSON HEALTH CENTRE PATIENT PARTICIPATION GROUP

Incorporating: Royal Crescent and Berkeley Place Surgeries

www.royalcrescentsurgery.nhs.uk

www.berkeleyplacesurgery.nhs.uk

The Wilson Health Centre, 236 Prestbury Road, Cheltenham, Gloucestershire, GL52 3EY

PPG Terms of Reference

Overview

The aims of the Patient Participation Group are to work in partnership with the practices to:

- create a resilient future for our patients and practices
- achieve a healthier Cheltenham

Aims of the Patient Participation Group (PPG)

1. To facilitate good relations between the GP practices and patients by communicating patient experience, interests and concerns and providing feedback to the practices on current procedures and proposed new developments.
2. The PPG will help the practices to communicate and build positive relationships with its patient population.
- 3 To work collaboratively and positively with the practices to improve services and facilities for patients and to act as a sounding board for practices' staff on issues affecting patients.
- 4 To build two-way communication and co-operation between the practices and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- 5 To act as a representative group to support the practices and influence local provision of health and social care.

PPG Structure and Membership

1 Membership of the PPG shall be open to all registered patients. We aim for membership to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.

2 The PPG will be non-political and non-sectarian, and at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act.

3 The carer of a patient registered with the practices can be a member of the PPG even if he or she is not a patient at the practices.

PPG and PPG Committee

1 The PPG will currently operate as a collective, however as and when required other posts may be created on a proposal and acceptance from the PPG.

2 The PPG shall hold bi-monthly meetings to maintain an active PPG. The PPG will by prior agreement invite practices staff to attend its meetings as agreed between PPG group and Practice Manager.

3 Decisions shall be reached normally by consensus among those members present. In the absence of a consensus and a decision reached is required, those members who are present shall elect a Decision maker from among the attendees.

4 A nominated member shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to all members and made available to all via email or hard copies displayed in the practices.

Confidentiality and Code of Conduct

All members of the PPG must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the PPG includes work in the practices or consulting with other patients or members of the public should sign and return a copy of the practices' Confidentiality agreement before undertaking any such activity. All PPG members must abide by the Code of Conduct.

Role and Remit of the PPG

1. Facilitate and enable dialogue between patients and the practices team and promote patient involvement in the practices

2. Facilitate debate among local patient population concerning health needs, health priorities, and current service.

3. 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.

4. Support the Practices to achieve its health promotion aims

What it isn't

1. A forum for complaints – PPG members will not use the group as a vehicle to resolve their personal issues. This should be done using the practices' complaints procedure.

2. An opportunity for satisfied patients to meet with their favourite doctor - the purpose is to find out what issues, problems or concerns the patients have and ways to resolve them.

Activities of the PPG

1 Reflect the views of patients who have attended the practices about the services delivered by the practices and obtain feedback from its registered patients about those services.

2 Review any feedback received about the services delivered by the practices with practices' staff and relevant members of the PPG with a view to improving those services.

3 Communicate information which may promote or assist with health or social care.

4 Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PPG will, where possible, regularly meet and greet and engage with patients in the waiting area.

5. Ensure patients' needs are considered in the development of the practices' systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients

6 Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

7. Review and where appropriate provide advice and recommendations on the practices' patient survey.