

Hawkinge and Elham Valley Practice

Patient Participation Group (PPG)

Terms of Reference

last update—14th March 2024

Aims of the group

- To work in cooperation with all Practice staff to facilitate and promote the services offered to patients.
- To help all patients understand and access the services offered by the Practice, involving them in consideration of any changes/improvements to services provided by or commissioned by the Practice.
- To provide a forum in which to discuss and develop the most effective health services for the local population.

PPG Structure and Membership

1. Membership will be open to:

--All patients registered with the Practice

--GPs, Health Professionals, all administrative and support staff within the Practice

--Additional coopted members as agreed within the Group

2. The PPG will elect appropriate officers to run the Group.
3. The PPG will hold an Annual General Meeting and at least 4 other meetings annually.
4. A meeting will be considered an official meeting only if a quorum is present. A quorum will include at least 3 patient representatives and 1 Practice representative.
5. For patients who wish to be PPG members but are unable to attend meetings, a Virtual online PPG will be established.
6. Members of both PPGs will be bound by the agreed Code of Conduct.
7. Minutes will be recorded at every meeting, distributed after approval to members and Practice staff, displayed on the PPG noticeboards and communicated through other means deemed appropriate.
8. The PPG may invite relevant persons to specific meetings providing they respect the confidentiality of the PPG.
9. The date, time and venue for the AGM meeting will be published and advertised at least one month in advance of that meeting.

Objectives of the Group

- To facilitate good relations between the Practice and patients by communicating patient experience, interest and concerns about both current services and proposed developments.
- To act as a representative group to support the Practice and influence the local provision of health and social care.
- To liaise with other PPGs and relevant interest groups in the area.
- To actively promote public awareness of health and social care issues and engage local communities in discussion of these.
- To encourage and support the Practice in involving patients in their own care.
- To raise patient awareness of the range of services available from the Practice and help patients to access/use such services most effectively.
- To conduct surveys to capture patient experience and views on service provision as requested by the Practice. They will review the results of such surveys and suggest changes as appropriate.
- To monitor complaints and comments received by the Practice.