

# **RAMSEY HEALTH CENTRE PATIENT PARTNESHIP GROUP**

## **Terms of Reference**

### **1. AIMS OF THE GROUP**

To facilitate good relations between the Practice and patients by communicating patients' experience, interests and concerns and by providing feedback to the Practice on current procedures and proposed new developments. The PPG will aim to promote and improve communications and co-operation between the Practice and its patients to the benefit of both, therefore fostering the highest possible standards of primary care. In practical terms this will include helping the practice to improve services, providing information, assisting in arranging special health events and representing patients at the Practice in seeking to influence local provision of health and social care.

### **2. MEMBERSHIP**

- 2.1 The Group's activities will be organised by a Committee of volunteers. Membership shall be freely open to all registered patients and staff of the Practice. The group will endeavour to have a membership which is representative of the community.
- 2.2 Patient membership of the PPG shall be automatically terminated in the event of that member ceasing to be a patient of the Practice.
- 2.3 A member may, without reason terminate their membership or with due cause, be requested to terminate by the Chairperson.
- 2.4 Members of the PPG make a commitment to respect Practice and patients' confidentiality at all times.
- 2.5 The committee will include Patient Officers in the posts of Chairperson, deputy chairperson and Secretary. These positions will be elected at the Annual meeting. Practice members will include the Practice Manager and representatives of the Clinical staff. The total patient membership will be a minimum of 8 and a maximum of 20.

### **3. MEETINGS OF THE GROUP**

- 3.1 The Group will endeavour to meet no fewer than four times a year, and will, in addition, normally hold an Annual General Meeting in Spring each year.
- 3.2 Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on the PPG notice board.
- 3.3 The PPG will evaluate and review the effectiveness of activities not less than once a year. These Terms of Reference may be reviewed according to emerging needs.

### **4. ACTIVITIES OF THE GROUP**

- 4.1 The Group will give patients a voice in the organisation of their care. The PPG will act as a safety valve for dealing with concerns and complaints about the practice but these will be passed to a Practice Manager for resolution. The PPG will aim to understand the positions of both the patient(s) and the Practice with a view to reconciliation / resolution of the issue.

- 4.2 The Group will conduct periodic surveys to measure patient satisfaction, health needs and expectations providing feedback on patients' needs, concerns and interests such as appointment systems, consultation times and dispensary services.
- 4.3 The Group will be kept informed of the Practice policies relating to the Clinical Commissioning Group to which it belongs. It may express opinions on these policies on behalf of the patients.
- 4.4 The Group will contribute to, and be kept informed of, Practice decisions affecting the service to patients. The Group will consult with the Practice on service development and provision, assisting in the assessment of community medical needs. The Group will assist with designing new services or initiatives and to explore ideas identified from patient surveys.
- 4.5 The Group will support the Practice in meeting the education needs of the community by encouraging and supporting activities within the Practice to promote preventive medicine, healthy lifestyle choices and self-care. The Group will provide practical help e.g. flu clinics, supporting national carers week for example by distributing leaflets and support on special days e.g. National No-smoking day. The Group will support the Practice in arranging special health events such as basic first aid for patients and carers, awareness around particular diseases or conditions
- 4.6 The Group will contribute to the Practice newsletter informing patients of the work of the Practice and activities of the Group ensuring that patient information and advice is readily available, clearly presented and as user-friendly as possible. The Newsletter may be distributed by email, through the post where necessary and will be made available in the surgery, on the PPG web page and other local outlets as required to ensure wide circulation.
- 4.7 The Group will represent the practice locally e.g. through *The Hunts Patients Congress* with the aim of influencing the provision of secondary health care and socially care locally and nationally when patient voices are needed and feedback information about the community, in general, which may affect healthcare
- 4.8 The Group will aim to forge links with other PPG groups in the area.

Revised April 2014