

PATIENT PARTICIPATION GROUP -- TERMS OF REFERENCE

Our Aims

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences. Also, GP practices have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- provide a patient perspective to the practice
- provide a forum to discuss issues relevant to the practice and
- to enable patients to influence local health care services

Our Objectives

- Developing patients' awareness of the diverse medical expertise and services provided at the health centre;
- Providing information to promote patients' selfcare;
- Developing patients' understanding of longterm health conditions;
- Improving the take-up of vaccination programmes;
- Keeping patients informed of public health issues;
- Working with the Practice with regard to innovation and change;
- Jointly responding with medical staff to survey information gathered from the local patient community.

Membership

Members of the Patient Participation Group must be registered patients of London Fields Medical Centre. The practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.

There will be a campaign to attract volunteer members. Members may choose to join the practice virtual group, for consultation purposes, or become full group members committed to attending group meetings. Virtual group members may be asked to participate in specific surveys.

How We Work

- To establish the group, the practice has appointed a Chair.
- The practice staff will initially act as secretary to the group.
- We expect the group to work based on consensus. If an issue requires a vote, this will be based on one member one vote. In the event of a 'tied' vote, the casting vote of the Chair will be binding.

Quorum and Decision-Making

At Group meetings a quorum will consist of 5 members. The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group.

Meetings

Meetings will take place at least 4 times a year or more often if the group agrees. Meetings will have an agenda, minutes will be taken and minutes will be published on the practice website.

The group is not a forum for individual complaints and single issues. It is a group of individuals here to represent the other patients of the London Fields Medical Centre. The group is here to provide feedback on patient's needs, opinions, concerns and challenge the group constructively whenever necessary. We advocate open and honest communication and challenge between individuals, however, respectful and polite communication is essential. The Chair will direct the meeting and advise whether the conversation stream is appropriate. Patients are able to participate in the PPG through email if they are unable to attend regular meetings. The Practice will endeavour to keep patients up to date through the email system and is happy to receive comments and feedback through this system. Mobile phones should be switched off during all group meetings. We will start and finish on time; patients are invited to add items to the agenda prior to the meeting. The agenda will be followed with a small section of Any Other Business for any comments that have arisen during the meeting to be discussed. The Practice will explain any constraints that have been placed on them by other outside agencies which may affect final decisions as much as they are freely able to do so.

Membership of the group does not confer any priority claims on the practice or any right to preferential treatment. Nor does it alter the existing NHS processes for handling individual complaints, a copy is available from the practice.