

Hardwicke House Group Practice

Patient Partnership Group - Terms of Reference

1. Aims

- 1.1 To provide a forum for patients where they will have the opportunity to collaborate with and support the Practice, and to provide a patient perspective to the Practice.
- 1.2 To enable patients, where appropriate, to influence local health care services.

2. Objectives

- 2.1 To provide a link between the Practice staff and the patient population's views.
- 2.2 To assist with the compilation of the annual patient satisfaction survey and review feedback with practice staff.
- 2.3 To provide a link from the Practice to wider community representative groups, for example West Suffolk Clinical Commissioning Community Engagement Group, Healthwatch etc, other PPGs, and local branches of charities e.g. Help the Aged, Mencap, BHF, etc.
- 2.4 To raise patient's awareness of local and national support groups.
- 2.5 To share best practice and good ideas which might enhance the well-being of patients and staff.
- 2.6 To give input to Practice communications to ensure clear, plain English, for example, Practice information leaflets, website content, etc.
- 2.7 To provide a sounding board and provide input for major changes to services.
- 2.8 To support the Practice in its dealings with other bodies.
- 2.9 To advise on how to spend money donated to the practice.
- 2.10 To assist the practice organise patient information events, these will include; Mounting displays in surgeries to support national awareness campaigns. Patients education events e.g. Healthy Lifestyles.
- 2.11 To review these terms of reference annually.

3. Membership

- 3.1 The group will be an independent body of patients registered with the Hardwicke House Practices, who's Terms of Reference will to be independent of the practice, but supportive of the practices objectives.
The Practice Manager and a GP Partner will be ex officio members.
- 3.2 The group should aim to have 10 patient representatives. Every effort needs to be made to ensure representation from each of the 5 practice surgeries.
Members should reflect a range of backgrounds and health conditions.
- 3.3 Patients wishing to join the group should contact the PPG Chair.
- 3.4 Other interested patients or members of staff may be co-opted from time to time when their input is considered to be of particular value.
- 3.5 A quorum will exist at formal meetings when there are four or more patient members present, plus the Practice Manager or a GP representative.

