**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 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 views.

2.2  ​To assist with the compilation of patient satisfaction surveys and review feedback with practice staff.

2.3​  To provide a link from the Practice to wider community representative groups, for example, Suffolk & North East Essex Integrated Care Board, Health-watch etc, other PPGs and local branches of charities e.g. Help the Aged, Mencap, BHF, etc.

2.4​  To raise patient 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 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.  
Patient’s 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 Practice, whose Terms of Reference will be independent of the Practice but supportive of the Practice’s objectives.  
The Practice Manager and a GP Partner from Hardwicke House Practice 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 five Hardwicke House Practices   
Members should reflect a range of backgrounds and health conditions.

3.3​ Patients wishing to join the group should contact the PPG Chair or secretary.

3.4​ Other interested patients or members of staff may be co-opted from time to time when their input is of specific value.

3.5 ​A quorum will exist at formal meetings when there are two or more patient members present from Hardwicke House Practice plus the Practice Manager or deputy, also, if available a GP representative.

3.6​ If a member is unable to attend a meeting, they must offer their apologies ahead of the meeting to the chair.

Members who are unable to attend, but submit comments on the meeting papers, will be deemed to have attended.

Members who fail to attend three consecutive meetings without good reason will cease to be members.

3.7​ If a member is disruptive or uncooperative within the group, they may be asked to resign by the Chair after consultation with the group.

3.8​ The group will elect from patient representatives a Chair and Vice Chair at the

AGM.

The Secretary, will be appointed and will be responsible for group business.

Other officers will be appointed at this time.

**4.**​ **Meetings**

4.1 ​The group will meet every 2 months.

4.2 ​An Annual General an AGM will be held once a year to elect officers.

**5.**​**Minutes** **/ PPG Communication**

5.1​  Meetings will have an agenda and minutes.

5.2​   Minutes of the meetings will be available no later than four weeks after each meeting

for PPG members, Doctors and Staff.

5.3​  Agendas will be issued two weeks in advance of meetings.

5.4​  Items for inclusion on meeting agendas must be submitted to the Chair three weeks in advance of meetings.

5.5 ​ A Hardwicke House Practice member will be responsible for taking meeting minutes.

**6.**​ **Confidentiality**

6.1​  Members will agree to treat items discussed as confidential where appropriate.

**7.**​ **Review**

7.1​  The Terms of Reference will be reviewed annually or earlier if required.

These Terms of Reference were reviewed on 12th February 2025