

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 annual 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 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 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 practice's 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 of specific 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.

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 3 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, a Vice Chair, and a Secretary, The Secretary will responsible for group business.

A minute taker will be provided by the practice.

4. Meetings

4.1 The group will meet every 2 months.

4.2 An Annual General Meeting 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 4 weeks after each meeting for public viewing on the practice's website and notice boards.

5.3 Agendas will be issued 2 weeks in advance of meetings.

5.4 Items for inclusion on meeting agendas must be submitted to the Chair 3 weeks in advance of meetings.

5.5 A 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;

13th February 2019

Next review;

February 2020