**The Grove Medical Centre**

**Patient Participation Group**

**Terms of reference**

**Aims**

* 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.
* Enable, where appropriate, patients to influence local health care services.

**Objectives**

* Provide the link between the practice staff and the wider registered patient population’s views.
* Provide a link for the practice to wider community representative groups, for example Herts & West Essex ICB, other PPGs, local branches of charities i.e., Help the Aged, Mencap, etc.
* Link into wider PPG groups across the PCN Practices and locality, working collaboratively to improve primary care services across Hertsmere.
* Provide links for patients with specific needs to form support groups or join existing local support groups.
* To encourage health education activities in the practice
* To develop support and self-help groups within the practice to meet the needs of the patients.
* Share best practice and good ideas that are picked up from elsewhere which might enhance the wellbeing of patients and staff.
* Give input to practice communications to ensure clear, plain English, for example, practice information leaflets, website content, and so on.
* Support the practice in its dealings with other bodies.
* Create and publish quarterly newsletters, including large print, easy read versions, and a spoken copy.
* Review the terms of reference annually.

**Membership**

* The core group will consist of up to six members who are registered patients of The Grove Medical Centre plus a minimum of two members of the practice.
* A chairperson, vice chairperson and a secretary will be elected from the patients within the group.
* The PPG will endeavor to make sure that members reflect the diversity of the practice population.
* Membership will be automatically terminated in the event of that member ceasing to be a patient.
* Other interested patients may be elected to the core group from time to time when their input is considered of value.
* Patients can join a virtual PPG group, where they can share views, discuss, and feedback ideas that support the practices development. Ideas will be discussed by the core group.
* If a member is unable to attend meetings, they should offer their apologies ahead of the meeting.
* If a member is disruptive or uncooperative within the group, they may be asked to resign by the chairperson or the vice chairperson after consultation with the group.

**Ground Rules**

* All opinions will be respected.
* Discrimination will not be tolerated.
* All matters will be treated as confidential.
* The Group is not a forum for individual complaints nor individual’s medical issues.

**Meeting frequency**

* The group will normally meet bi-monthly in person.
* Other ad hoc meetings can be arranged with agreement and attendance of two or more members.

**Minutes**

* Meetings will have an agenda and minutes will be taken by the secretary.
* Minutes of the meetings will be available for public viewing on the website.
* The chair will produce a short annual review report so that details of activity done and proposed can be formally recorded.
* Members will agree to treat items discussed as confidential where appropriate.

Date reviewed: March 2023