

The Alney Practice (formerly Cheltenham Road and Highnam Surgeries)

Patient Participation Group (PPG)

Terms of Reference

The Alney PPG will support and contribute to the Practice Mission Statement below:

'To provide high quality, needs sensitive, timely and appropriate primary healthcare within a supportive, multi-disciplinary team, which reflects on performance, facilitates learning and is open to change'

'To preserve the health and well-being of all individual members of the team as well as recognising the needs of the business.'

Aims

- To strengthen the relationship between the Practice and its patients by working collaboratively to improve services and facilities
- To ensure that patients are at the heart of all decision making.
- To develop good two way communication between the patients and the Practice.
- To assist the Practice in its provision of healthcare.

Objectives

1. Be a patient voice by promoting a patient led culture.

- By being an extra channel for patients to give feedback and comments
- Develop community information and profiles relating to patient.
- Use information gathered from patients to discuss problems and potential improvements within the Practice
- Contribute to the patient newsletter, noticeboards and the Practice website.
- Represent the patient voice beyond the Practice as appropriate
- To act as a sounding board for Practice staff on issues affecting patients.

2. Promote better healthcare and treatment.

- Provide information to promote self-care and understanding of long-term health conditions, and support patient information events.
- Raise awareness of and access to other support agencies.
- Work with the Practice to improve the take-up of vaccination programmes.
- Encourage communication of public health and preventative medicine messages.
- Assist Practice and patients by arranging support in the community, including using voluntary groups.

3. Challenge and support to help the practice improve service delivery.

- Identify opportunities to improve the patient experience.
- Foster the treatment of patients within a safe and risk-free environment.

- Promote improvements by identifying developments and best practice through local, Regional and national networks.
- Work with the Practice to help address the challenge of change.
- The Practice will keep the PPG informed of changes in policy and other developments.
- Assist with an annual patient survey to obtain the views of patients, and report on this.
- Review patient targeted material.
- In consultation with the Practice, the PPG will assist with the development and implementation of the Annual Action Plan.

4. Develop PPG influence through good practice

- Affiliations to appropriate organisations to keep aware of local and national initiatives.
- Observance of Data Protection Act and PPG and Practice Confidentiality Agreement e.g. when handling patient or Practice material.
- Networking with appropriate groups to share experience and influence services.

Membership

- All registered patients and their carers are members of the PPG
- There will be an organising committee of up to twelve known as the Committee, which should aim to reflect a non-discriminatory cross section of the patient group.
- There will be a Chair and Secretary from within the group to remain in post for a term of no longer than four years and no more than two terms.
- The contribution of others, as non-voting affiliated members, is very welcome and valued.
- A member of the practice staff (preferably a Partner as well as the Practice Manager) attends meetings in an affiliated capacity
- Members will not formally represent any other organisations they may belong to
- All members must sign the Practice Confidentiality Agreement

Meetings and communication

- The committee will meet monthly for the first few months then consider moving to bi-monthly
- The meetings initially will be held on ZOOM or MS Teams until it is considered safe to meet face to face
- To report to the patient body by newsletter, website or patient noticeboard when possible

- Decision making - if a vote is necessary, the Chair will have the casting vote
- Admin support e.g. photocopying, will be provided by the surgery
- In addition to formal meetings, the group could hold Away Days, or similar, on a range of issues to develop the members competencies, capabilities and skills

Alterations to these Terms of Reference

Any proposed review of the Terms of Reference will be publicised and members' opinion sought in order to help inform the committee's approach.

October 2020