

ROTHWELL & DESBOROUGH HEALTHCARE GROUP
PATIENT PARTICIPATION GROUP TERMS OF REFERENCE – VIRTUAL MEMBER

The overall aim of our PPG is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients' needs and ensuring they are at the heart of decision making.

Our group is affiliated to The National Association for Patient Participation (NAPP).

All registered patients are welcome to join the PPG although, in the interests of effective decision making, membership of the core is limited to twelve. Specialist sub-groups may be formed to deal with specific topics utilising individual skills and interests utilising virtual members. Members of the PPG can be contacted through the practice Assistant. Once a year an AGM will be held at which point an annual report will be published to the group.

The group consists of a Chairman and Secretary (to be elected at least annually), and an unlimited number of virtual members. This will be reviewed annually. This group has been established to include representation from various groups, to work with the practice improving patient care.

Meeting timetabling will be published in advance of meetings, and any relevant documents sent to members following any formal PPG meeting. Any minutes and agendas will also be circulated and published on the surgery website.

Our group key roles are:-

1. Create and improve two-way communication between patients, the Practice and the community it serves.
2. To bring a sense of partnership between Practice and patients.
3. Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services.
4. Provide constructive two-way feedback on patient and community needs, concerns and interests.
5. Support the Practice in good health promotions, preventative medicine and health literacy.
6. Collect patient opinions and experiences to help the practice to evaluate its services.
7. Communicate to the practice community and/or the wider community information about the practice.
8. To assist in improving services to patients.
9. Seek feedback from patients on service development and provision to support decision making, ensuring services are responsive and continuously improve.
10. Being a 'critical friend' to the practice by providing feedback on patients' needs, concerns and interests and challenging the practice constructively whenever necessary.
11. Serve as a 'safety valve' for dealing with generalised grumbles and complaints about the practice.
12. Promoting good health and higher levels of health literacy amongst patients by encouraging and supporting activities within the practice, promoting self-care and providing information about health and wellbeing issues.
13. Influence the provision of secondary healthcare and social care locally .
14. Giving feedback to and getting involved in local and national consultations.