

ST LUKE'S & BOTLEY SURGERY PATIENT PARTICIPATION GROUP (PPG)

Terms of Reference

Aims of the PPG

To work in partnership with the practice & to strengthen the relationship between the practice & patients in order to:

- Provide a forum for patients to provide feedback & comments about the practice to continually improve services
- Act as a 'critical friend' by providing the patients' perspective, ensuring the service, plans & activities of the surgery respond to patient's needs & priorities
- identify opportunities to improve the patient experience
- Foster two way communication between the practice & patients, building stronger relationships
- Provide peer support to other patients – promote healthy lifestyle choices, self-care & understanding of long term health conditions
- Support the production & review of patient facing information
- Provide a link between the practice PPG & Locality PPGs so patients can have a say about wider health services & issues

Membership of the PPG

The PPG is open to all patients registered at the practice & all practice staff. The PPG will agree and elect a

- Chair
- Vice-Chair
- Secretary
- Vice-Secretary
- Treasurer.

These positions will be re-elected a minimum of every 2 years

Accountability & Governance

- The PPG will hold an Annual General Meeting
- The PPG will meet every other month
- At meetings five members including an officer will constitute a quorum
- All members are equally important & all views & opinions will be both heard & respected. Racism & discrimination will not be tolerated.
- The PPG is neither a forum for individual complaints nor individuals medical issues
- Reports of all meetings & minutes of PPG meetings will be posted on the PPG surgery notice boards at both St Luke's & Botley Surgeries & on the PPG web page
- The PPG will produce an annual work programme
- The PPG will review, evaluate & report on its effectiveness at least once per annum
- The Practice will endeavour to have a representative present at each meeting