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**Patient Participation Group (PPG) – Terms of Reference**

Aims of the Group

* To promote co-operation between the practice and the patients to the benefit of everybody
* To provide a patient’s perspective to the practice
* To provide a forum to discuss issues relevant to the practice
* To enable patients to influence local health care services
* To promote good health by arranging/ supporting health awareness events
* To network with other PPGs to share good practice and ideas

Membership of the Group

* The membership is open to all patients who are registered with the practice
* Membership will be on a voluntary basis
* The committee will elect a chair and a secretary from the patient members every three years, or if an incumbent resigns from their role
* A GP and an administrative lead from the practice will also attend

Meetings

* The PPG will endeavour to meet on a quarterly basis (four times per year)
* The PPG meetings will take place face-to-face at the practice
* There will be an agenda produced for each meeting which will be co-developed between the practice and the PPG
* The practice will contact the PPG to request items for the agenda approximately 2 weeks beforehand
* The agenda will be circulated to the PPG approximately 1 week beforehand
* Minutes of the meeting will be produced by the secretary and circulated by the practice as soon as possible after the meeting
* The minutes will be published on the practice’s website

Ground Rules

* All views are valid and will be listened to
* To respect each person’s opinion even though they may differ from our own
* To allow people to speak out if there is something they don’t understand
* Individual complaints/ issues will not be discussed – these should be raised through the practice’s feedback/ complaints process
* Being a member of the PPG does not entitle that individual to preferential treatment above other patients
* Mobile phones should be on silent or off during meetings.

Confidentiality and data protection

* All information discussed by PPG members will remain confidential
* Patient members will be asked for written consent to use their contact details for the purposes of co-ordinating the PPG and its work