

**PORTER BROOK MEDICAL CENTRE
PATIENT PARTICIPATION GROUP**

TERMS OF REFERENCE

1. Title of the Group

The group shall be called Porter Brook Medical Centre Patient Participation Group (PPG).

2. Aims of the Group

The aims of the Group are to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services.

3. Membership of the Group

Membership of the Group is limited to patients permanently registered at the practice.

- The Group will, as far as possible, be a representative mix of the practice population.
- Membership of the Group will be limited to a maximum of 15 patient members at any time. If the number of patient representatives falls below five, additional members will be sought.
- Members will be asked to resign if they fail to attend three consecutive Group meetings, unless there are extenuating circumstances.
- Membership will be reviewed on an annual basis.
- The practice reserves the right to decline the proposed membership or remove the membership of any individual.

4. Activities of the Group

This PPG will:

- Consult with the practice on service development and provision.
- Contribute to, and be kept informed of, practice decisions.
- Represent the views of the patient body and provide feedback on their needs and concerns.
- Serve as a 'safety valve' for managing general complaints about the practice – representing patients but also helping them understand the practice's viewpoint.
- Contribute to the design of and participate in the review of the practice patient survey.
- Promote good health and higher levels of health education by encouraging and supporting activities within the practice.

5. Meetings

- Venue is to be the meeting room at Porter Brook Medical Centre.
- There must be a minimum quorum of five Group members to render a meeting valid.
- The Group will endeavour to meet no fewer than four times a year, although initial meetings should be more frequent.
- A member of practice staff will attend every meeting.

6. Organisation of the Group

- The Group will be composed of a Chair, Vice-Chair and Secretary as well as volunteer patients and practice staff.
- Administrative support to the Group will be provided by the practice.

7. Reporting

Minutes will be circulated after each meeting and published on the PPG web page once approved by the Chair.

Reviewed 20/8/14 – patient members increased from 12 to a maximum of 15