

THE ADAM PRACTICE PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

Name

The group shall be called The Adam Practice PPG.

Aim

To act as a 'critical friend' to the Practice to improve its provision of healthcare and to strengthen the relationship between patients and the Practice, by communicating Practice decision-making to patients and giving constructive criticism to the Practice from the patient viewpoint.

Objectives

- Provide a range of ways for patients to share their views about services and the Practice environment
- Use information gathered from patients to discuss general or specific issues and to recommend / contribute to the implementation of improvements within the Practice.
- Represent the 'patient voice' within and beyond the Practice.
- Encourage communication of positive public health messages.
- Promote health and wellbeing in the community and consolidate links between the Practice and local groups, organisations and services.
- Link with other practice PPGs, relevant locality forums and the NHS Dorset Integrated Care Board.
- Represent the PPG at CQC inspections at the Practice.

Membership

- Membership is restricted to patients registered with The Adam Practice (or their nominated representative)
- The PPG shall aim to reflect a cross-section of the patient population without discrimination.
- A staff member from the Practice will be responsible for taking meeting notes and circulating agendas and other appropriate paperwork.

Meetings

- The PPG will predominantly be a virtual group, with communication via email. Meetings will occasionally take place at a suitable location by arrangement.
- The date and time of meetings will be mutually agreed by the Practice and communicated to all PPG members. The meetings will be chaired by a member of the Adam Practice Management team.
- An agenda will be circulated to all members and guests 2 weeks before the meeting, inviting additional agenda submissions no later than 1 week before the meeting.
- The Practice Manager and a GP Partner will attend the PPG meetings by invitation. The agenda will include a standing item 'Practice Update'.
- Agendas and minutes will be public documents and will be openly shared and uploaded to the Practice website.
- The meetings will only proceed if 5 or more members of the PPG are able to attend.

Rules for Membership and Meetings

Members will:

- Provide apologies / confirm attendance for all meetings.
- Not use the meetings or other communications as a forum for individual complaints and single issues.
- At practice meetings, respect and adhere to the Chairperson's agenda management.
- Be committed to open, respectful and constructive discussion and courteous exchanges between themselves at all times.
- Declare to the Chairperson any personal or professional interests which may compromise their impartiality as a member of the PPG. The Chairperson should declare any such interest to the group as a whole.
- Not discuss any confidential information outside of meetings.
- Wherever possible communicate via email.
- It is a condition of membership that PPG members should behave in a respectful and polite manner at all times, avoiding inappropriate language and behaviour.

Subgroups

The group may establish subgroups at any time to deal with specific issues or activities.

Review

These Terms of Reference will be reviewed annually.

January 2023