

WOOLSTON LODGE SURGERY PATIENT PARTICIPATION GROUP (PPG)

Terms of Reference

Aims of the PPG

To work in partnership with the Practice and to strengthen the relationship between the Practice and patients in order to:

1. Provide a forum for patients to provide feedback and comments about the Practice to continually improve services;
2. Provide peer support to other patients to promote healthy lifestyle choices, self-care and understanding of long term health conditions and help to inform patients about services as necessary;
3. Act as a 'critical friend' by providing the patients' perspective, ensuring the service, plans and activities of the surgery respond to patient's needs and priorities;
4. Identify opportunities to improve the patient experience;
5. Support the production and review of patient facing information;
6. Provide a link between the Practice PPG and the Southampton PPG Network so patients can have a say about wider health services and issues;
7. Foster and enable a spirit of openness, trust and honesty between patients and staff to facilitate two way communication between the Practice and patients to assist the Practice in meeting the needs and aspirations of all in a rapidly changing Health Service;
8. Participate in fund raising activities for the benefit of the Practice and patients.

Membership of the PPG

The PPG is open to all patients registered at the Practice and all Practice staff. The PPG will agree and elect the following officers:

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

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

Accountability and Governance

1. The PPG will develop an annual schedule of priorities and activities;
2. The PPG will hold an Annual General Meeting where it will review, evaluate and report on its activities and progress;
3. The PPG will meet quarterly;
4. At meetings five members including an officer will constitute a quorum;
5. The PPG is neither a forum for individual complaints nor individual medical issues;
6. All members are equally important and all views and opinions will be both heard and respected, if relevant to the business of the PPG;
7. Racism, discrimination and inappropriate behaviour will not be tolerated;
8. Reports of all meetings and minutes of PPG meetings will be posted on the PPG surgery notice board and on the PPG web page;
9. Confidential matters shall be recorded separately, remain confidential and be retained securely in accordance with GDPR guidelines;
10. The Practice will endeavour to have a representative present at each meeting;

These terms of reference will be reviewed at least annually.