### ALLERTON &WESTFIELD MEDICAL CENTRE

PATIENT PARTICPATION GROUP

### *This document is currently in draft status, while the group is re-established following hiatus.*

### Terms of Reference

**NAME**

The Name of the group is the Allerton & Westfield Medical Centres Patients Participation Group; hereafter referred to as the PPG.

**MISSION.**

To promote co-operation between Patients and Staff of the Allerton & Westfield Medical Centre to the benefit of both and to support the practice to provide a high quality of care and service delivery.

BENEFITS

The patients will benefit through:

* The opportunity to recommend improvements and to raise issues which can lead to action
* A better awareness of how their practice operates
* A better understanding of the role and workload of a GP and practice staff
* Being enabled to look after their own and their family’s health.

GPs and practice staff will benefit through:

* Improved communication with patients
* The potential for a more mutually respectful relationship
* Increased patient participation and the support of the practice’s aims & objectives.

**ACTIVITIES**

The PPG will:

* Provide feedback on patients’ needs, concerns and interests and challenge the surgery constructively whenever necessary.
* Encourage and support the surgery with its various activities to help meet the health needs of the community.
* Contribute to Surgery decision-making and consult on service development and provision
* Give patients a voice in the organisation of their care.
* Liaise with the Leeds North ICB to ensure we have a voice in the organisation and prioritisation of care provided.
* Liaise with other PPGs in the area.
* Support the surgery in seeking feedback from patients about their experience of local care services and use this to help providers make improvements
* Will not act as a forum for discussing any personal or health related individual complaints against the practice.
* The group shall consist of a minimum of four and a maximum of twelve patients. In the event that more than twelve patients wish to stand for election to the PPG, the decision will be made by conducting a ballot at the next public meeting.
* Any patient wishing to become a committee member must make their intentions known to the Coordinator and provide a brief at least 72  hours prior to the next public meeting
* The PPG will decide amongst themselves the appointment of Coordinator and any other roles as required.

**MEETINGS**

The group will meet as and when required but at least four times a year

The group will appoint a coordinator and any other roles as deemed necessary.

Quorum must consist of three members of the committee

The group will invite members of the Surgery Staff to attend meetings as appropriate.

**PATIENT PARTICIPATION GROUP MEETINGS**

The PPG will hold a Public Meeting once a year

The meetings should be chaired by either the coordinator or another member as agreed.

All members of the Surgery Staff are welcome to attend

**ROLES**

The coordinator will be responsible for chairing meetings and deciding meeting agendas.

The practice manager shall record the minutes and ensure the distribution of minutes, agendas and other relevant paperwork as appropriate.

The practice manager will liaise with the Leeds North Clinical Commissioning Group to ensure we have a voice in any decision making and to provide a feed back to the PPG.

**INDEPENDENCE**

The PPG shall work in Partnership with the Allerton & Westfield Medical Centres but remain independent from it.