

**Oakhill Medical Practice**

**Oakhill Road**

**Dronfield**

**S18 2EJ**

### **Patient Participation Group Terms of Reference**

#### **Name**

The group's name is Oakhill Patient Participation Group (PPG)

#### **Purpose**

The PPG will focus on improvements for patients requiring treatment in primary care and referral for specialist treatment. It will encourage constructive dialogue between the practice and the patients, building relationships between the practice and patients.

#### **Aims and Objectives**

The PPG's aim is to support the practice in promoting and sustaining a professional service that meets the needs and aspirations of patients.

It is not a forum for individual patient complaints. These must be fed to the Practice through the complaint's procedure.

The Practice will normally refer to the PPG membership whenever they are considering changes that may impact on the patient experience whilst in the care of the Practice.

Where appropriate, the Practice may ask for a volunteer(s) to work with them on specific projects.

#### **Membership**

The PPG will comprise of up to eight (8) members, including the Practice Manager, Admin Assistant, and a GP. There may also be members that contribute via email.

The members can consist of any patient registered with the Practice, or the carer of a registered patient, may become a member. The PPG will maintain a listing of members and it will be run in accordance with the Practice's Data Protection Policy.

Membership will normally be a formality, but the Practice reserve the right to turn down or remove membership where, for example, an applicant or member is known to have been abusive or violent towards a member of the Practice staff or other health care professional.

Membership will cease when the member is no longer registered at the Practice or they

resign from the PPG.

Members are expected to attend meetings and as a minimum at least one per calendar year.

Members can be excluded if they breach the Terms of Reference. This would be confirmed in writing by the PPG Chair.

### **Appointment of the Chair, Deputy Chair and Secretary**

The Chair and Deputy Chair are to be elected by secret ballot of all members of the PPG for a minimum term of three (3) years, with the option to extend, with the agreement of the PPG at the AGM (Annual General Meeting). The Secretary will be elected by ballot at the AGM, for a minimum term of three (3) years, with the option to extend, with the agreement of the PPG.

In the absence of any appointed Chair, the Practice will chair any PPG meetings.

### **Management of meetings**

Meetings will be held quarterly. The Chair will set and distribute the agenda. The meetings will commence on time and close on time, whilst adhering to the set agenda.

Members will, wherever possible, be informed of any up-coming meeting at least 2 weeks in advance. Any members able to attend should contact the PPG Chair informing of their intent to

attend.

Meetings will be held at the practice in the downstairs waiting room, near the PPG notice board.

### **Expenses**

No fees are payable.

The Terms of Reference will be reviewed at intervals as required.