

Ashcroft Surgery Patient Participation Group

Terms of Reference

Title: Group shall be called **Ashcroft Surgery Patient Participation Group**

Purpose : The purpose of the Group is to give a voice to patients of Ashcroft Surgery (the Practice) and to promote co-operation between the Practice and Patients to the mutual benefit of both.

Membership of the Group shall be open and free to all registered Patients and staff of the Practice.

Activities of the Group:

1. Contribute to practice decision-making and act as a forum for consultation on service development and provision.
2. Support the Practice in gathering feedback from Patients about their needs, concerns and issues. This may involve helping to perform a survey of patients views.
3. Act as a 'safety valve' for dealing with grumbles and complaints about the practice -- representing patients but also helping them to understand the practice's viewpoint.
4. Give patients a voice.
5. Help provide feedback to Commissioning Bodies on patient services.
6. Promote good health by encouraging and supporting activities within the practice.
7. Promoting membership of the group and trying to guarantee that the Group represents all ethnic/Age groups of our Practice Population Profile.

Organisation of the Group

1. The Group will elect a Chairperson and Deputy Chairperson that will be changed on an annual basis.
2. The administration of the group will be supported by the Practice.
3. The Group will meet on a quarterly basis.
4. The Group will aim to produce

Meetings of the Group

1. The Group will meet once every 3months on a Thursday between 5.30 and 6.30pm at the Practice.
2. The Agenda shall be drawn up and circulated by the Practice Manager 1 week before the meeting. All members can contribute to the agenda.
3. The meeting will be chaired by the elected Chair or Deputy.
4. Minutes of the meeting will be circulated to members and also made available in waiting room and reception area.

Meetings Ground Rules

- 1 Meetings of the Group and the Committee are not forums for individual complaints or single issues;
- 2 The Group advocates open and honest communication and challenge between individuals;
- 3 The Group will be flexible, listen, ask for help and support each other;
- 4 All views are valid and will be listened to, but must be put through the Chair;
5. The Group will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the Group.
6. No phones or other disruptions will be permitted;
- 7 Formal minutes of each Committee and Group meeting will be kept and published; and
- 7 Meetings will start and finish on time and stick to the agenda.