**Terms of Reference for the Patient Participation Group (PPG)**

**Aim of the Group**

To represent the patients of Dr Moss and Partners and work alongside the partnership and practice staff to improve services to patients.

**Membership**

* The PPG is open to all patients registered at the practice
* The patients that sign up to be part of the PPG must be committed to representing all patients and not the individual needs of the patients within the PPG.
* PPG members must be committed to attending as many meetings as possible.
* The PPG will endeavour to make sure that members reflect the diversity of the practice population.
* A Chair, Vice-Chair and Secretary will be elected from the Group.
* A third of members shall form a quorum at meetings of the committee (once the group is large enough)
* Membership will be automatically terminated in the event of that member ceasing to be a patient.

**Objectives**

The PPG will aim to:

* Act as an advisory group providing perspectives and concerns from patients that can influence how services operate, how accessible they are and how suitable they are for the patients.
* Advise the practice on how to improve communications with patients in the most beneficial way.
* To monitor complaints and comments received about the practice.
* To advise and act as a consultative group for any changes within the practice.
* To review the results of patient surveys and suggest changes where appropriate.

**Meetings**

* The PPG will meet every quarter and these meetings, dates and times will be set in advance after the first initial meeting.
* Any member of the PPG who is unable to attend a meeting to send their apologies to the chair of PPG and Practice Manager of Dr Moss and Partners.
* The Practice Manager of Dr Moss and Partners to endeavour to attend all meetings and a GP will attend where practical, to present news of developments within the practice and to respond to issues raised by the PPG.
* Other members of staff of the practice and third parties may also be invited to attend.
* Minutes of the meeting will be sent to all members of the PPG as well as other communication areas, deemed appropriate.
* Minutes and notices to be shown on the Practice website, to ensure maximum patient contact, so all patients are kept informed.

**Dr Moss and Partners Commitment**

* Dr Moss and Partners will commit to the attending of the PPG Meetings.
* Dr Moss and Partners will take forward issues and recommendations from the PPG and supply the responses of actions taken as a result.
* Dr Moss and Partners will keep the PPG informed of service developments.

23rd November 2016 – CS Patient Services Manager