

**NEW HAYESBANK SURGERY**  
**PATIENT PARTICIPATION GROUP**  
**TERMS OF REFERENCE**

The group is called New Hayesbank Surgery Patient Participation Group (PPG)

**Purpose**

To ensure, through a process of harmonious and efficient stakeholder engagement, that the practice puts patients and improving health at the heart of everything it does and that patients are encouraged, and empowered, to take greater responsibility for their own and their family's health.

**Objectives**

- Provide a patient perspective to all areas of the practice
- To act as a physical and virtual channel for clear and concise communication from the practice to its patients and vice versa on:
  - - Practice organisation & resources, strategy and service delivery
    - The current and future NHS landscape.
    - New NHS initiatives such as primary care networking.
- To collect feedback from the patients about the practice and broader health service provision and how services may be improved in the future.
- To explore issues from patient feedback (including complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To represent patient interests in the review, development and planning of services at New Hayesbank Surgery

- Work with the practice in any other capacity deemed appropriate and particularly beneficial, and with consent by both parties.
- ✓ To encourage and organise health promotion and educational activities appropriate to people's health beliefs and levels of understanding.

### **Membership**

Members of the Patient Participation Group (PPG) must be registered patients of New Hayesbank Surgery. The Practice will strive to include representation from all demographics but do realise that, as the group is of a voluntary nature, this is not always possible.

### **The Group:**

- ✓ There is no limit to the number of registered patients who wish to join the PPG however, for the purpose of effective governance, an Elected Committee of around twelve PPG members represents the PPG at meetings with representatives from practice doctors, nurses and administrative staff. These meetings will be held three or four times per year. In the event of physical meetings not being possible, virtual meetings will be held. Agendas for and minutes of the meetings will be published on the practice website.
- ✓ Occasionally, external medical and healthcare speakers will be invited to address meetings.
- ✓ Will only discuss issues and information that is normally in the public domain and will not discuss any issue that may be regarded as confidential.
- ✓ Members will always use discretion, tact and diplomacy when discussing New Hayesbank Surgery and PPG meetings in public and generally promote the practice.
- ✓ Will give patients a voice in the organisation of their care within the practice
- ✓ Liaise with other Patient Participation Groups in the area where appropriate and develop at Primary care networking level as well as Ashford level.

- ✓ Will self-review the effectiveness of the Patient Participation Group annually
- ✓ Will confirm accuracy of minutes of previous meetings and make amendments where necessary, which will then be formally endorsed by the Chair.
- ✓ Will be invited in advance to submit items for the agenda or recommend speakers/subjects.

### **Ground Rules**

- ❖ This group is a forum for the patient voice and is not to be used for individual issues/complaints
- ❖ The group will pride themselves on open, honest and proactive communication with discussion and challenge occurring within a safe and respectful environment.
- ❖ Listen to all views expressed at the meeting
- ❖ Keep to agenda where possible keeping in mind time of meeting
- ❖ Understand that items raised without notice at a meeting may need to be deferred to allow time for a response to be prepared.
- ❖ Demonstrate a commitment to delivering results as a group
- ❖ Understand that membership of the Patient Participation Group does not confer any priority claims on the practice or any right to preferential treatment.

February 2022