



Kelsall Patient Participation Group (PPG) Terms of Reference

Aim of the group:

To represent the patients of Kelsall Medical Practice and work in partnership with GPs and Practice staff to improve services for patients

Membership:

- The PPG is open to any patient registered with the Practice
- It should be reflective of the patient demographic of the Practice
- The maximum number of patients on the PPG committee is 12 and be reviewed every two years.
- The PPG committee will elect a Chair/Vice Chair and Secretary to run meetings and guide work of the group. The position of Chair/Vice Chair and Secretary will be reviewed every two years.
- There is no maximum to the number of general members of the PPG. General members will be kept informed through the minutes of the meetings of the PPG committee available on the PPG website, email updates and through social media. There will be an opportunity every 2 years, through elections, to become a member of the committee if any general member is interested.

- **Objectives:**

In partnership with the Practice, the PPG aims to:

- To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the Practice
- To communicate to the Practice areas of patient concern with a view to influencing change
- To act as a consultative group for any changes at the Practice
- To encourage and support the role of the Practice in involving patients in their own care

- To monitor complaints and comments received about the Practice
- To annually review the results of the patient survey and suggest changes as appropriate.

Meetings:

- The PPG will meet at least 6 times a year and these meeting dates will be set in advance.
- Members will send apologies in advance of the meeting if they are unable to attend.
- Practice staff will send apologies in advance of the meeting if they are unable to attend allowing enough time for the meeting to be rescheduled if deemed necessary.
- A Practice GP, or deputy and whenever possible the Practice Manager will attend all PPG meetings to present news of developments within the Practice and to respond to issues raised by the PPG
- At the discretion of the Chair the GP can be requested to attend part or all of the meeting. Other staff of the Kelsall Medical Practice or other parties from outside the Practice may also attend by invitation.
- Copies of the minutes of meetings will be or sent to the Practice Manager for checking and the minutes will be made available to patients on the PPG website which is also linked to the Practice website.

Dissolution:

- If the PPG considers it appropriate to dissolve, patients will be notified of the proposal, in writing, such notice to be displayed in the waiting room. Full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting where the proposal may be upheld or suspended.
- Notice should be given at least one month before the proposed final meeting of the PPG. Reasons for the dissolution or other action to be duly recorded in the minutes and published.

Kelsall Medical Practice Commitment:

- The Practice Manager or delegated Practice Staff member will attend all meetings
- Kelsall Medical Practice will commit to attending meetings of PPG, taking forward issues and recommendations from the PPG and supplying

responses of action taken as a result and will be party to decisions taken by the PPG.

- Kelsall Medical Practice will keep PPG informed of service developments and bring them for discussion at PPG meetings, including how the wider Practice population can get involved in these discussions.

Accepted on /5/2022

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