

Birchwood Surgery Patient Participation Group Terms of Reference

1. Group Structure

1.1 Birchwood Surgery PPG will consist of no more than 15 members, drawn from the patient population at Birchwood Surgery. Any member who leaves the practice ceases to be a member of the group immediately.

1.2 The group will comprise of officers and patients of the practice, with the following committee positions:

- Chair
- Vice Chair
- Secretary

Other positions may be added as deemed appropriate at the Annual General Meeting (AGM).

2. Meeting Frequency and Attendance

2.1 Birchwood Surgery PPG will meet on a quarterly basis, meetings must have in attendance at least four members if they are deemed to be quorate. To maintain momentum within the PPG, any members who fail to attend 3 meetings consecutively, will be asked if they continue to actively participate in the group. If not, they will be asked to resign.

2.2 Members are requested to adhere to the following etiquette:

- Submit apologies for non-attendance prior to the meeting
- Attend meetings punctually
- Be prepared to discuss items on the agenda for which they are the lead
- Respect the views of others
- Acknowledge the vote of the majority, should the vote be tied, the Chair may exercise the casting vote (optional)

3. Face to face and virtual PPG

3.1 Birchwood Surgery will operate a face to face and virtual PPG. Both are intrinsically linked and members of either group will adhere to these TORs. Furthermore, the members of both groups will be expected to sign the [Confidentiality Policy and Declaration Agreement](#).

4. Aims of the PPG

4.1 The aim of Birchwood Surgery PPG is to establish and embed an effective relationship between the practice team and the patient population, communicating patient experience, concerns, suggestions, comments and compliments in an objective manner.

4.2 The PPG will work collaboratively with the practice, on behalf of the patient population, ensuring the services of the practice meet the needs and wishes of the patient group.

4.3 The practice agree to work collaboratively with the PPG, on behalf of the patient population, ensuring they listen to feedback, concerns, suggestions, comments and compliments in an objective manner, taking the necessary action to improve services where applicable.

4.4 PPG members will act as the information conduit between the practice and the practice population and the wider community, ensuring all parties are aware of any issues or initiatives which are or, are likely to affect patients.

5. Specific Activities

5.1 The PPG will obtain feedback from the patient population about the services delivered by Birchwood Surgery. Members will review the feedback, informing practice staff accordingly, identifying areas for improvement. This information will then be relayed to the patient population.

5.2 The PPG will promote the practice at every opportunity, helping the community understand the range of services available. In addition, members will promote online services, encouraging patients to register for such services.

5.3 Maintain a prominent presence online and in the practice waiting room, displaying pertinent information. Additionally, the PPG will meet with the patient population opportunistically, gathering information for feedback as well as promoting the services of the practice.

5.4 Be involved in all areas of practice development, relaying patient feedback and/or concerns, promoting practice and CCG led health initiatives wherever possible.

5.6 Liaise effectively with practice staff, sharing information regarding issues which may affect both patients and staff, whilst relaying issues identified by staff, in order to improve service provision or raise patient awareness.

6. Committee Responsibilities

6.1 In addition to the above, the Chair is responsible for:

- ensuring meetings are held on a regular basis
- facilitating the AGM
- ensuring all committee and group members adhere to the TORs.

6.2 The Vice Chair is responsible for:

- supporting the Chair throughout his or her tenure
- deputising for the Chair in periods of absence
- ensuring committee members are aware of their roles and responsibilities

6.3 The secretary is responsible for:

- producing the agenda at least one week prior to the quarterly meetings
- taking and issuing the minutes of the quarterly meetings
- retaining a record of all decisions made at meetings
- retaining all PPG meeting administration effectively and securely.

7. **Signatures**

Signed on behalf of Birchwood Surgery:

Signature:.....

Print Name:.....

Date:.....

Signed by the PPG Member:

Signature:.....

Print Name:.....

Date:.....