

FEATHERSTONE MEDICAL PRACTICE

Patient Participation Group

Terms of Reference

August 2015

Our Aim

To strengthen the relationship between Featherstone Medical Practice and its patients, and to assist the Practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision-making.

Our Objectives

Promote a patient led culture

- Provide a choice of medium for patients to give feedback and comments about the Practice to the PPG
- Use information gathered from patients to discuss problems and potential improvements with the Practice
- Support the CQC Inspection process
- As appropriate represent the patient voice beyond the Practice
- Foster a positive relationship between the patients and Practice professionals

Promote better healthcare and treatment

- Provide information to promote self-care and understanding of long term conditions
- Raise awareness of and access to other support agencies
- Work with the Practice to improve the take-up of vaccination programmes
- Encourage communication of public health messages

Provide challenge and support

- Identify opportunities to improve the patient experience
- Foster the treatment of patients within a safe, risk-free environment
- Promote improvements by identifying developments and best practice through local, regional and national networks
- Work with the Practice to help it address the challenge of change
- Review the Practice's annual patient survey
- Review patient targeted material

Develop the PPG Influence through good practice

- Liaise with other appropriate organisations and to keep aware of local and national initiatives
- Observe the Data Protection Act and PPG Confidentiality Agreement e.g. when handling patient or Practice material
- Network with appropriate groups to share experience and influence services

Membership

- The group shall normally consist of no more than twelve (12) patients of the Practice, and this should aim to reflect a cross section of the patient body without discrimination.
- When a vacancy arises appropriate advertising will take place and those involved in the selection process will then consider the most appropriate candidate taking into account evidence of how the individual will contribute to:
 - The balance of the group and representation of the patient body
 - Open, honest and constructive debate of patient issues
 - The Aims and Objectives of the PPG, and supporting fellow group members
- Dr Saleem, the Practice Nurse and the Practice Manager will represent the Practice.

Meetings

- Meetings will normally take place on the third Wednesday of every other month commencing at 1.15 p.m.