

Terms of Reference

of the
Greensands Patient Participation Group

1. Aim of the Terms of Reference (ToR)

These ToR aim to provide clarity to all patients and staff of the Greensands Medical Practice about the role and purpose of the PPG.

The document outlines four key themes of activity, each of which reflect one of the aims as included in the PPG's Constitution.

Together with the Constitution, this is a living document that will be reviewed annually.

2. The PPG will organise activities to:

2.1. Improve the communication between patients and the Practice and wider healthcare services/commissioners, by:

- Building two-way relationships between practice and patients.
- Contributing to the regular surgery newsletters and wider local media on the work of the PPG and any other information useful to pass on.
- Improving practice leaflets and website, including the PPG section on the website.
- Providing feedback from all patients, including those whose voices are usually not heard, on patients' needs, concerns, interests and service development and challenging the practice constructively whenever necessary.
- Promoting awareness of and access to local health services.
- Seeking to ensure that patient information and advice are readily available and clearly presented.
- Organising a PPG "surgery" at a fixed time/regular time in the surgery.
- Developing a patient library or information resource centre.
- Providing feedback to the patients on how their/the PPG's suggestions have been taken on board ("You said...we did").

2.2. Provide (secondary) patient support through volunteer schemes, by:

- Promoting/extending the already existing car/transport scheme for medical appointments.
- Organising a hospital visiting scheme.
- Facilitating a support/visiting network for housebound patients.

2.3. Support the development and the continual improvement of the Practice, by:

- Representing patient views on the wider functioning of the practice, including on the purchase of health services. This could in part be achieved by an annual survey into patients' needs/wishes.
- Being kept informed of the Practice policies relating to the Ivel CCG to which it belongs. It may express opinions on these policies on behalf of patients.
- Providing advice on the development of new or existing practice premises.
- Coordinating with other PPGs and user-led groups in the area (e.g. Local Healthwatch) to improve wider healthcare delivery.
- Providing practical support when and where needed to ensure that the practice makes the most effective use of their resources.
- Supporting local Clinical Commissioning Groups (CCGs) to gain feedback on healthcare and social care services to inform local commissioning decisions and planning.
- Supporting Local Area Teams of the NHS Commissioning Board to gain feedback on the provision of and priorities for primary medical care services.

2.4. Promote health matters of the local patient body, by:

- Organising presentations on important and topical health needs.
- Producing a directory of self-care support groups.
- Running courses/seminars within the surgery on health topics.
- Raising awareness of key public health messages.
- Facilitating training in basic first aid for patients.

3. The PPG is NOT...

By way of clarification, it is important to remember that the PPG is not a forum for complaints or single issues. Complaints should be dealt with through the practice complaints system or one of the following systems:

- Local Area Teams of NHS England
- Healthwatch
- General Medical Council (GMC)

Patients are however welcome to approach a member of the PPG, to talk through their particular issue to see if would fall within the scope of the PPG's role of providing support to patients.