



GREENSANDS MEDICAL PRACTICE

VIRTUAL PATIENT PARTICIPATION GROUP

Membership & Terms of Reference

Purpose

The purpose of the Greensands Medical Practice Virtual Patient Participation Group (VPPG) is to establish a system of communication with registered patients in the Practice so that their views and concerns are fed back. We also aim for our patients and VPPG members to have a better understanding and knowledge of the Practice, its staff and its viewpoint.

Structure

The structure is comprised of a Virtual Patient Group, with communication between the group and the practice via a secure email address and VPPG bulletins on the website.

The Key Points

- The group will aim to represent the diversity of our practice population.
- Create and improve two-way communication between patients, the Practice and the community it serves.
- To bring a sense of partnership between Practice and patients.
- Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services.
- Provide constructive feedback on patient and community needs, concerns and interests.
- Support the Practice in good health promotions, preventative medicine and health literacy.
- Collect patient opinions and experiences to help the Practice to evaluate its services.
- Communicate to the Practice community and/or the wider community information about the Practice.
- The Practice does not expect membership of the group to take up too much of our members' time, unless members choose to give more.
- Members of the group may be asked to complete brief online surveys which will be fed back to the practice. The results will be used to help the practice plan and prioritise areas for the practice to develop and improve in the future. These priority areas can then be explored and this group enables us to ask a wider audience for their opinions. The doctors and a few administrative staff will see the results of the survey but they will be anonymous. Results of the survey will be posted on our website www.greensands.org.uk
- Contact details of its members will be kept safely and secure and will only be used for this purpose.
- Membership of the group will have no impact on your medical care, in any way.
- Members can choose to leave the group whenever they wish.

Patient Participation is:

- Contribute to the continuous improvement of services.
- Foster improved communication between the practice and its partners.
- To make sure that the patient voice is listened to and not necessarily always to be the voice itself.
- Help patients to take more responsibility for their health; and
- Provide practical support and help to implement change

Varied to suit local needs

- Each group determines its own activities according to the wider needs of the community and the practice itself.

Based on co-operation

- Virtual Patient Groups work by building a relationship between the practice and its patients that breaks down barriers and shares information.
- Virtual Patient Groups can develop to influence the wider NHS, most notably the decisions that are made on behalf of patients about the services that are to be available to them.

Patient Participation is not;**A Forum for Complaints**

- Clear ground rules are declared to ensure that VPPG members do not use the VPPG as a vehicle to resolve their own personal issues and /or complaints.

A doctor's fan club

- In order to be valuable, Virtual Patient Groups must have the confidence to challenge the practice in line with the critical friend model.

A time-consuming activity for practice staff

- Some effort is required to get Virtual Patient Groups going but thereafter they should be self-organising and patient led and will often undertake activities that save the practice time.

Review

The terms of reference for both groups will be reviewed on an annual basis or if the NHS requires change to be made to the regulations.

Rules of Membership

1. You must be a registered patient of Greensands Medical Practice to be a member of the VPPG.
2. Complaints and personal issues will not be addressed from this site. If you have a complaint please follow our complaints procedure which you can access online or

ask for a copy at reception. Complaints should be addressed to Nicol Gauge Practice Manager.

3. We do not need to meet face to face, discussions will be held via email.
4. We will all be flexible, listen, ask for help and support each other.
5. We will demonstrate a commitment to delivering results, as a group.
6. Recommendations for improvements to the Practice and/or services should be discussed and agreed within the VPPG before presenting to the Practice for comment. Suggestions will not be considered by the Practice until agreement has been reached.
7. The VPPG will nominate one or two representatives (if appropriate) to liaise with the Practice on suggestions and recommendations.
8. All views are valid and will be listened to.
9. Silence indicates agreement – speak up.
10. The purpose of the VPPG is to hear from our patients and to share constructive conversations on topics of interest. Your views and suggestions will help to inform future service improvements for all patients.
11. Topics and replies to emails will be moderated by the VPPG Administrators and posted on the website VPPG Bulletin page. Honesty is welcomed, as is challenge between individuals, but we ask that your tone and language remain courteous and respectful at all times. Any emails which are inflammatory or offensive will be deleted and you may be removed from the VPPG.
12. Patients can serve on the VPPG for a fixed term of two years. Representatives of the VPPG can be voted in for a longer term by the VPPG members and Practice but their term will not exceed four years.
13. The ground rules of the VPPG may change from time to time at the discretion of the Practice.
14. **IMPORTANT** – Please note that no medical information or questions will be responded to.

The information supplied to us will be used lawfully in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.

I,.....(please print/type name), confirm my acceptance of the points and rules, as outlined above, and acknowledge that, if I do not abide to these terms of reference, my membership of the Greensands Medical Practice VPPG may be withdrawn.

SIGNED	
DATE	