**Aim of the PPG**

The aim of this PPG is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the Practice remains accountable and responsive to all its patients’ needs.

**Name**

The name of the group is the Patient Participation Group (PPG) for the James O’Riordan Practice.

**Ground rules**

1. The PPG meeting is not a forum for individual complaints and personal issues.
2. Silence could be seen as indicating agreement – please speak up if you would like your suggestions to be a part of the discussion. Agreement will be vote – either show of hands or silent.
3. Open and honest communication applies to all.
4. All views are valid and will be listened to.
5. Be flexible, listen, ask for help and support each other.
6. No phones or other disruptions.
7. Respect the practice and patient confidentiality at all times.
8. Discrimination on any grounds will not be tolerated.
9. Demonstrate a commitment to delivering results as a group.
10. Start and finish meetings on time and stick to the agenda.
11. Membership of the PPG is a voluntary unpaid position and does not confer any privileges beyond those already available to all practice patients.

**Membership**

1. The PPG is open to any patient over the age of sixteen registered with the practice.
2. The aim of the PPG is to be reflective of the patient demographic of the practice where possible.
3. It is suggested that the number of patients in the group should be in the region of *6 to 12 members.*
4. The PPG will elect a Chair to run meetings and guide the work of the group.
5. To become a member of the PPG, patients should nominate themselves by either speaking to a member of the reception team or filling in the form on the practice website.
6. Members wishing to resign from the PPG should make their wishes known in writing to the Chair.
7. The officers of the PPG will be the Chair, Vice Chair and Secretary. The Secretary position may rotate from meeting to meeting (this must be allocated at the end of each preceding meeting). Additional officers may be appointed at the PPG’s discretion.
8. During its first year, PPG officers will be selected from the members of the PPG by self-nomination and voting at PPG meetings.

**Objectives**

In partnership with the practice, the PPG aims to:

1. Act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice.
2. Seek patients’ views and communicate areas of patient concern to the practice, with a view to influencing change.
3. Act as a consultative group for any changes at the practice.
4. To encourage and support the role of the practice in involving patients in their own care.
5. Monitor comments received about the practice through NHS Choice/ Friends and Family Test [FFT] New NHS Concerns.
6. Annually review the results of the patient survey and suggest changes as appropriate.
7. Encourage and manage volunteering which supports the work of the practice.
8. Facilitate links with voluntary groups and services within the community.
9. Provide up to date material for any PPG noticeboard and the PPG pages on the Practice website

**Meetings**

1. The PPG will meet at least 4 times a year and these meeting dates will be set in advance.
2. Members – including the practice, will send apologies in advance of the meeting if they are unable to attend.
3. A representative of the practice will attend all PPG meetings to present news of developments within the practice and to respond to issues raised by the PPG.
4. At the discretion of the Chair, a GP can be requested to attend part of the meeting where possible. Other staff of the Practice or other parties from outside the Practice may also attend by invitation.
5. Copies of the minutes of meetings will be prepared by or sent to the Practice Manager for distribution to the practice staff and to be made available to patients on the PPG notice board, on the practice website and through any other communication means deemed to be appropriate.
6. To reflect PPG members privacy and in line with the introduction of the new GDPR (General Data Protection Regulation), members of the PPG will be identified by initial only.

**Commitment**

1. The Practice will commit to: a delegated Practice Representative attending all PPG meetings; taking forward issues and recommendations from the PPG; supplying responses of action taken as a result; and will be party to decisions taken by the PPG.
2. The Practice will keep the PPG informed of service developments, and these will be brought for discussion at PPG meetings, which will include exploring how the wider practice population can get involved in these discussions.

**Communications**

1. The PPG does not speak on behalf of the Practice or represent it, unless requested to do so.
2. The PPG terms of reference will be available to any patient registered at the practice upon request to either the practice or the PPG.

**Dissolution**

The PPG may be dissolved if felt necessary. It may also be dissolved by withdrawal of consent for the group by the Practice or on closure of the Practice. In such an event, any cash belonging to the PPG will be used to benefit the patients of the practice.