**THROCKLEY PRIMARY CARE CENTRE**

**PATIENT PARTICIPATION GROUP**

**TERMS OF REFERENCE**

The role of **Throckley Medical Group’s “Patient Participation Group”** is to:

* take part in the decision making of the practice, by sharing their experience, expectations and views on health services;
* provide feedback on patient’s needs, concerns and interests and challenge the practice constructively whenever necessary;
* give patients a voice in the organisation of their care;
* whilst not dealing with individual complaints, serve as a ‘safety valve’ for dealing with patients’ concerns about the practice , representing patients but also helping them to understand the practice viewpoint;
* Influence how wider health services such as hospitals, community and mental health services are provided through involvement in the West Newcastle Clinical Commissioning Group Patient Forum.
* promote good health by encouraging and supporting activities within the practice and promoting preventative medicine;
* liaise with other Patient Participation Groups in the area.

**Membership of the Group**

* Membership of the Group will be open to all registered patients and staff of the Practice.
* The group will aim to be representative of the whole practice population.
* Membership from the practice will include a GP, Management and Reception staff.

**Meetings of the Group**

The Group will meet no fewer than four times a year, and will, in addition, normally hold an Annual Event each year. The meetings are structured and follow a strict agenda. Items for the agenda must be sent to Mandy Curtis prior to the meeting in order for them to be added to the agenda. Due to time constraints there will not be time to discuss any items not already added to the agenda.

Please note the meeting is not to discuss personal complaints, these should be dealt with separately with the Practice Manager.

Notices of meetings, reports on meetings and information about the PPG’s activities will be displayed in the Practice Waiting Rooms and on the Practice Website and members will be notified by email alerts, and through the post when necessary.

**Conduct at Meetings**

Members should at all times observe accepted practice while taking part in a meeting:

• To be courteous to each other and support and assist other members in seeking the best possible solution to problems being discussed.

• To allow each other the opportunity to speak and comment.

• To follow the guidance of the chair in the conduct of the meetings.

• Members must remember to follow the agenda for the meeting, and to help each other reach effective decisions.

• To remember that you may be representing the views and are accountable to your community or your ‘residents' groups.

• To remember that the purpose of the meeting is to benefit patients generally and not specific individuals.

• To bear in mind the rights of individual patients and the duties of staff when proposing solutions to problems.

• To operate within the rules lay down in the terms of reference.

• The chair should welcome members and others to the meeting.

• Speakers should go through the chair and keep to the subject being discussed.

• Only one member should speak at a time and there should be no cross talking.

• Meeting must start at the stated time and abide by the agenda.

• Late arrivals should enter quietly and not disrupt the meeting with apologies.

• Mobile phones should be switched off during the meeting.

• It is the responsibility of each member to ensure that they are prepared for the meeting by reading all the relevant papers and bringing them to the meeting.