**Friends of Spring Hill Patient Participation Group (PPG)**

**Terms of Reference**

**Aim of the group**

To represent the patients of Spring Hill Practice and work in partnership with GPs and practice staff to improve services for patients.

**Membership**

* The PPG is open to any patient registered with the practice.
* The PPG should be open to the involvement of carers of registered patients whom themselves are not registered patients.
* The PPG should be reflective of the patient demographic of the practice.
* The PPG will elect a Chair, Vice Chair, Secretary, and Treasurer to run meetings and guide the work of the group.

**Objectives**

In partnership with the practice, the PPG aims to:

* To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice.
* To communicate to the practice, areas of patient concern with a view to influencing change.
* To act as a consultative group for any changes in the practice.
* To encourage and support the role of the practice in involving patients in their own care.
* To monitor complaints and comments received about the practice.
* To annually review the results of the patient survey and suggest changes as appropriate.

**Meetings**

The PPG will meet at least 4 times a year (including the Annual General Meeting) and these meeting dates will be set in advance.

* Members will send apologies in advance of the meeting, if they are unable to attend.
* Practice staff will send apologies in advance of the meeting, if they are unable to attend allowing enough time for the meeting to be rescheduled, if deemed necessary.
* A Practice GP, Community Engagement Lead, and whenever possible the Practice Manager will attend all PPG meetings to present news of developments within the practice, and to respond to issues raised by the PPG.
* At the discretion of the Chair, the GP can be requested to attend part or all of the meeting. Other staff of the Spring Hill Practice or other parties from outside the Practice may also attend by invitation.
* Copies of the brief notes (not detailed minutes) of meetings, recording key actions and decisions only will be prepared by or sent to the Practice Manager for distribution to the practice staff, and to be made available to patients on notice boards and through other communication means deemed to be appropriate.

**Dissolution**

* If the PPG considers it appropriate to dissolve, patients will be notified of the proposal, in writing, and such notice to be displayed in the waiting room. A full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting, where the proposal may be upheld or suspended.
* Notice should be given at least one month before the proposed final meeting of the PPG. Reasons for the dissolution or other action are to be duly recorded in the minutes and published.

**Spring Hill Practice Commitment**

* The Practice Manager or delegated Practice Staff member will attend all meetings
* Spring Hill Practice will commit to attending meetings of PPG, taking forward issues and recommendations from the PPG, and supplying responses of action taken as a result, and will be a party to decisions taken by the PPG.
* Spring Hill Practice will keep PPG informed of service developments and bring them for discussion at PPG meetings, including how a wider practice population can get involved in these discussions.