

**Orchard Medical Practice Patient Participation Group
Terms of Reference**

1. Introduction & Background

Orchard Medical Practice has a responsibility to ensure it involves its patients in relevant issues to the Practice and to respond appropriately to the views and experiences of patients.

The purpose of the Patient Participation Group (PPG) is to bring together patients, doctors and members of the practice team to work together in partnership. It aims to promote the wellbeing of patients and support the practice in delivering high quality healthcare and services.

Orchard Medical Practice provides a range of Primary Care Services to just under 20,000 patients in Mansfield and the surrounding area.

2. Role and Remit of Group

The main role of the PPG is to look at the way the Practice communicates and builds positive relationships with its patients. The PPG Will aim to:-

- Establish dialogue between patients and the Practice to promote patient involvement and engagement in the Practice
- Ensure patients' needs are considered in the planning and development of new and existing services, including general improvements to the Practice environment
- Support the Practice with self-care and health awareness promotion to patients.
- Provide advice and recommendations on the planning and delivery of Patient surveys, questionnaires etc
- Seek the views and interests of all patients groups, such as patients with specific illnesses; patients with disabilities; young working families; single mothers; patients from diverse backgrounds.
- Engage with patients to seek advice on future service redesign and the shifting of services from secondary care to primary care

3. Membership of the PPG

Membership from the Practice will include the Practice Manager and at least 1 member of the clinical team where practically possible.

Patient representation is open to any registered patient of the practice upon application or by co-option.

The Practice will promote the PPG and endeavour to encourage a representative membership in terms of age, gender and diversity.

4. Meetings

At least 4 meetings a year will be held, including an annual general meeting, with a minimum of two weeks' notice given. Dates of meetings will be widely publicised within the practice and via the practice website.

5. Management of Meetings

The meeting will be chaired by the Chair person or if not available Vice Chair.

All meetings will be held at Orchard Medical Practice unless due to lack of space, another venue has to be sought. At least two weeks' notice will be given in the case of a change of venue.

The Chair, in consultation with the Practice Manger, will be responsible for the agenda

Minutes will be made available on the website. Any confidential items discussed at a PPG meeting will be redacted from the published minutes.

6. Confidentiality

All members of the group will be expected to sign a confidentiality agreement and should adhere to the strict rules of confidentiality. Personal and/or sensitive information should not be discussed outside of the meeting.

7. Quoracy and Decision Making

All PPG meetings require a minimum of 5 members to be present before any votes or decisions may be taken.