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STENHOUSE MEDICAL CENTRE PPG

TERMS OF REFERENCE AND MEMBERSHIP

1) Aims

- *Provide a forum for patients where they will have the opportunity to collaborate with and support the practice, and provide a patient perspective to the practice.*
- *Enable, where appropriate, patients to influence local health care services*

2) Objectives

- *Provide the link between the practice staff and the wider registered patient population's views.*
- *Reviewing patient feedback annually as part of a practice led survey.*
- *Provide a link for the practice to wider community representative groups i.e other PPGs, local branches of charities etc*
- *Share best practice and good ideas that are picked up from elsewhere which may enhance the wellbeing of patients and staff.*
- *Give input to practice communications to ensure clear, plain English, for example, practice information leaflets, website content, and so on.*
- *Provide a sounding board and input for major changes to the services.*
- *Support the practice in its dealings with other bodies.*
- *Review these terms of reference annually.*

3) Membership

- *The group will consist of up to 12 members who are registered patients of Stenhouse Medical Centre, plus practice staff*
- *A chair person and secretary will be elected from within the group, preferably from the patient group.*
- *Patients who would like to join the group should inform the practice and be offered a place when another resigns or the group decides to end the tenure and reapply for new members, normally at the end of 1 year, although current members can reapply if no-one else applies.*
- *If a member is unable to attend they should offer their apologies ahead of the meeting.*
- *If a member is disruptive or uncooperative within the group, they may be asked to resign by the chair person after consultation within the group.*

4) Meeting frequency

- *The group will normally meet quarterly once established, unless an urgent matter arises.*

5) Minutes

- *Meetings will have an agenda and minutes. Meetings of the meeting will be available for public viewing on the waiting-room notice board and the practice website.*
- *Members will agree to treat all items discussed as confidential where appropriate.*