



Stockwell Road Surgery Patient Participation Group (PPG)

Terms of Reference

Aims of the Stockwell Road PPG

The PPG's aims are to:

- Facilitate good relations between the Stockwell Road GP Practice and patients by communicating patient experience, interests & concerns, and providing feedback to the Practice on current procedures and proposed new developments.
- Work collaboratively and positively with the Practice to improve services and facilities for patients and to act as a sounding board for Practice staff on issues affecting patients.
- Build two-way communication and co-operation between the Practice and patients, other individuals, Healthwatch & other organisations in healthcare, and the wider community to the mutual benefit of all.
- Act as a representative group to support the Practice and influence local provision of health and social care by, for example, undertaking agreed pieces of work such as leaflet design or website useability testing or organising health promotion events to raise the awareness of preventive self-care.

PPG Structure and Membership

- Membership of the PPG is open to registered patients & their carers and will, *as far as possible*, be representative of the patient profile by being inclusive of gender, ethnicity, age & ability.
- The Practice Manager will be the Practice team's representative to the Group.
- The Chair of the PPG will be a patient member agreed by the Group.
- Written communication between members of the PPG will be by the use of its dedicated WhatsApp group, wherever possible.
- The PPG will extend an open invitation to a designated GP and to other Practice staff to attend its meetings as agreed with the Practice Manager.

PPG Code of Conduct

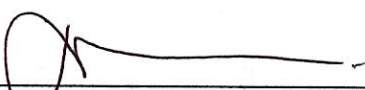
- The PPG is non-political & non-sectarian and will respect diversity and exemplify its commitment to the principles contained within the Equality Act.
- The PPG meeting is not a forum for individual complaints and personal issues.
- All attendees are expected to respect rules of confidentiality and not discuss personal or sensitive information outside of the PPG.

Management of the PPG

- The PPG shall meet face to face at least three times a year,
- All members of the PPG will be contacted in advance of meetings and invited to raise items for the Agenda.
- The Practice Manager and the Chair will agree on the Agenda. The Chair will organise the Agenda & papers and forward them to members.
- Apologies for absence should be given by WhatsApp prior to a meeting.
- The PPG may also hold joint meetings with other PPGs in the Knaresborough and Rural Primary Care Network (PCN).
- Decisions shall normally be reached by consensus by those present at a meeting.
- Minutes of meetings will be sent to attending members for consideration and approval at the following PPG meeting.

These Terms of Reference were adopted by Stockwell Road PPG on 21/08/2024. They will be reviewed no later than August 2027 to reflect emerging needs.

Signed:  Date: 21.08.24
(PPG Patient Representative)

Signed:  Date: 21.08.24.
(Practice Manager)