

Skene Medical Group

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

1. Introduction

General Practices have a responsibility to involve patients in relevant issues relating to the Practice and to respond to patients' views and experiences.

The key role of the Skene Medical Group Patient Participation Group (PPG) is to bring together patients, doctors and members of the Practice team to work in partnership in order to promote the wellbeing of patients and support the Practice in providing a high quality of service and care.

Skene Medical Group provides medical services for the population living in a defined geographical boundary which overlaps with neighbouring Practices on the periphery. The Practice covers a total patient population of approx 15,300 and continues to rise with the progressive development of business and residential properties.

2. Role and Remit of the PPG

The PPG will be one way in which the Practice will communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- Facilitate and enable dialogue between patients and the Practice team and promote patient involvement in the development of patient services.
- Ensure patients' needs are considered in the development of the Practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such systems amongst patients.
- Support the Practice to achieve its health promotion aims.
- Ensure patient participation and consultation on new developments.
- Review and where appropriate provide advice and recommendations on the Practice's annual patient survey.
- Ensure the needs and interests of all patient groups are taken into consideration – this includes people with specific illnesses or conditions, people with disability and people from minority ethnic groups and migrant workers.

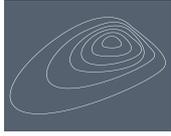
The group will not be involved in raising funds for the Practice.

3. Membership

The membership of the PPG will include:

- Max 8 patient representatives
- 1 GP partner
- 3 representatives from the Practice Team: Practice Manager, a Nurse and an Administrative Team representative.

Patient membership will be open to anyone registered with the Practice.



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Patient representatives do not need to represent other interest groups but efforts will be made to ensure spread of membership in terms of age and gender. Efforts will also be made to ensure the needs of particular patient groups are considered for example those with a specific condition or disability or those from minority ethnic groups.

4. Meetings

Meetings will be held at least 3 times a year and notice of meetings will be given at least 7 days beforehand. Dates of meetings will be publicised in Practice waiting areas where a copy of the group's minutes will be displayed for patients to read. Skene Medical Group's web pages on the NHS Grampian web site will also have a dedicated section for the Patient Participation Group

5. Management of Meetings

- The group will appoint a patient representative Chair and a patient representative Vice Chair every 2 years at the winter meeting of the second year. The PPG Chair and Vice Chair will be supported by the GP Partner and Practice Manager representatives.
- Meetings will be held in Skene Healthcare Centre.
- The PPG Chair will determine a rota for the organisation of the meeting agenda and taking / typing of the minutes.
- All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.
- All patient representatives should contact the Practice Manager with any questions or issues regarding the PPG.
- Members of the PPG will agree not to bring or discuss personal issues at the meetings – these should be addressed in a different forum
- All members will respect the rules of confidentiality and data protection. Minutes of the meetings should only contain information that would be appropriate for the public domain and sensitive information will not be discussed outside a meeting.

6. Quorum and Decision Making

At group meetings a quorum will consist of 5 members. The PPG will aim wherever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the group.