

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 this group is to bring together patients, doctors and members of the practice team to work together in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Orchard Medical Practice provides a range of primary care services to its patients in Mansfield District and serves a practice population of approximately 11,700.

2. Role and Remit of Group

Orchard Medical Practice has informed its patients of its intention to relocate to Mansfield Community Hospital site in 2010 and wishes to establish a PPG to specifically look at the way it communicates and builds positive relationships with its patients. The core objective of the PPG will be 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 the new and existing services, including general improvements to the Practice
- Support the Practice with helping patients to take more responsibility for their health
- Provide advice and recommendations with regards to Patient surveys, questionnaires etc
- Seek the views and interests of all patients groups, for example patients with specific illnesses or conditions, patients with disabilities, young working families, patients from ethnic minorities
- Engaging with patients about seeking their advice for future service redesign and shifting of services from secondary care to primary care setting

3. Membership

The membership of the PPG will include

4 x Members of the Practice Team – GP, Business Manager, Nurse and Admin Team
10 patient representatives
PCT Patient and Public Involvement Manager

Patient membership is open to registered patients only. The Practice will make efforts to a spread of membership in terms of age, gender and diversity. Members are selected by co-option or self nomination.

4. Meetings

Meetings will be held at 4 times a year and at least two weeks notice will be given in advance of each meeting. Dates of PPG meetings will be made available to patients by way of the Practice website and notices at the practice.

5. Management of Meetings

The meeting will be chaired by the Business Manager and patient representative. A vice-chair person will be agreed at the meeting.

All meetings will be held at Orchard Medical Practice.

The Practice will be responsible for the agenda and minute-taking of meetings.

All members will be contacted in advance of each meeting and invited to forward agenda items.

Minutes will be made available on both the website and will be displayed on the Practice notice board waiting room.

6. Confidentiality

All members of the group will be expected to adhere to strict rules of confidentiality, where no such personal or sensitive information will be discussed outside the meeting.

7. Quoracy and Decision Making

All PPG meetings require a quorum of 5 members for decisions to be carried out.