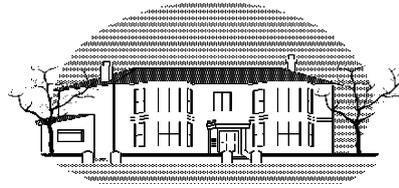


SELDEN MEDICAL CENTRE



Selden Medical Centre Patient Participation Group

TERMS OF REFERENCE

Name

The group shall be called the Selden Medical Centre Patient Participation Group

Aims

To strengthen the relationship between the Practice and its patients and to assist the Practice in continuing to improve its provision of healthcare, whilst ensuring that patients are at the heart of decision making.

Objectives

Be a Patient voice: promoting a patient led culture

- Provide a choice of medium for patients to give feedback & comments about the Practice to the PPG.
- Develop community profiles & engagement, and collect community intelligence.
- Use information gathered from patients to discuss problems and potential improvements with the Practice.
- Support the CQC inspection process.
- Contribute to the Patient Newsletter.
- As appropriate represent the patient voice beyond the Practice.

Help promote better healthcare & treatment.

- Help provide information to promote self-care and understanding of long term health conditions.
- Help raise awareness of and access to other support agencies.
- Encourage communication of public health messages.

Challenge & Support: help the Practice to improve service delivery.

- Identify opportunities to help improve the patient experience.
- Foster the treatment of patients within a safe, risk-free environment.
- Promote improvements by identifying developments and best practice through local, regional & national networks.
- Work with the Practice to help it address the challenge of change.

Filed:

Reviewed by:

- Review patient targeted material.

Roles and Responsibilities of the PPG

- Affiliation to appropriate organisations to keep aware of local and national initiatives.
- Networking with appropriate groups to share experience and help improve services.

Membership

- All patients registered at Selden Medical Centre are free to join PPG. The group should aim to reflect a cross section of the patient body the group.
- Patients will also be invited to join the “Virtual PPG” which enables them to be contacted via e-mails when the practice wishes to disseminate information to patients, or invite patients to provide their suggestions etc.
- All members must sign a confidentiality agreement with the Practice.

Meetings.

Towards the end of each meeting, under ‘Any other business’, the date of the next meeting will be decided upon. Should any additional meeting be necessary, the date will be decided upon by the Practice Manager and Chair and the members informed as soon as possible by email. The usual time, day of the week and location of meetings will be at 18.30pm on a Thursday evening, in Selden Medical Centre. Meetings will be attended by the Practice Manager or nominated Partner to represent the Practice and bring the PPG up to date with any news etc.

Filed:

Reviewed by: