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## Patient Participation Group

### 1. Purpose

The purpose of the Berinsfield Health Centre's Patient Participation Group (PPG) is to foster positive communication and partnership between the practice and its patients.

The PPG aims to represent patients' views and support the practice in delivering high-quality care by establishing these Terms of Reference to create a constructive and collaborative environment to enhance patient care and services.

### 2. Aims

- Patient Voice: Provide a platform for patients to express their opinions and suggestions regarding the practice.
- Support the Practice: Assist in the development and review of services offered by the practice.
- Health Promotion: Participate in health education and promotion activities.
- Community Engagement: Strengthen the relationship between the practice and the local community.

### 3. Membership

- Membership is open to any and all registered patients of Berinsfield Health Centre.
- The practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.
- A GP Partner and Practice Manager will represent the health centre at meetings.

### 4. Structure and Meetings

- The PPG will meet twice a year, or as required.
- Meetings will be chaired by a nominated member of the group, referred to as the 'Chair'
- The Chair will be nominated by the group on an annual basis.
- An agenda for the meeting will be drafted by the Chair of the group and Practice Manager and then circulated to all members.
- Minutes of meetings will be recorded and shared with all members.
- Decisions will be made by consensus or, if necessary, by a majority vote.

### 5. Roles and Responsibilities

- Chair: To lead meetings, set agendas, and ensure effective discussions.

- Practice Manager: To take minutes, manage communications, and maintain records.
- Members: To contribute to discussions, share patient perspectives, and support PPG activities.

### **6. Confidentiality and Code of Conduct**

- Members must respect practice and patient confidentiality at all times.
- Any personal or sensitive information shared within the group must not be disclosed outside the group without consent.
- Members must treat each other with mutual respect and act in a manner that is in the best interests of all patients.
- Members are to be open, flexible and supportive of each other.
- Members are not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.

### **7. Review**

- The Terms of Reference will be reviewed annually to ensure they remain relevant and effective.
- Amendments can be made by agreement of the majority of the group members.

### **8. Contact Information**

- Patients interested in joining the PPG can either complete an application form on the Berinsfield Health Centre website or contact the reception team for more information.
- Regular promotion of the PPG will be undertaken using various communication channels, such as Village Voice, health centre website and promotional posters.