

Terms of Reference for the Stratton Medical Centre Patient Participation Group

10TH March 2022

The Group is known as the **Stratton Medical Centre Patient Participation Group** (SMCPPG), affiliated to the National Association for Patient Participation (N.A.P.P.).

Membership of the Group shall be open to all registered patients and/or carers of Stratton Medical Centre (SMC); ensuring that the members, as far as is achievable, reflect the patient profile of the SMC and are committed to the principles contained within the Equality Act 2010. The Group may co-opt health professionals and/or patients for specific meetings.

The Group extends an invitation to representatives from the Partners, clinical and administrative staff and it is deemed good practice that a medical practitioner is a member.

Aims of the Group are: -

- i) to work collaboratively with Practice staff to improve services and facilities for patients, identifying where areas of patient input can make a positive difference,
- ii) to facilitate good relations between the staff and patients by communicating patients' experiences, interests and concerns,
- iii) to act as a representative group to support the Practice and its staff and influence the local provision of health and social care.

Conduct

Members of the SMCPPG make a commitment to: -

- i) respect the Practice, its patients', carers', staff and members' confidentiality at all times,
- ii) treat each other with mutual respect, act and contribute in a manner that is in the best interests of patients, carers, staff and members,
- iii) listen, be open, flexible and support each other,
- iv) refrain from using the SMCPPG as a forum for personal agendas or complaints.

Meetings

- i) The group will normally meet quarterly.
- ii) Focus group meetings may take place to facilitate a specific project.
- iii) Virtual meetings may be arranged as necessary.
- v) The Chair will be responsible for the agendas and ensuring that documentation is circulated in a timely manner.
- vi) Minutes and meeting arrangements will be the responsibility of the Secretary, normally a member of the RCMG/SMC administrative team.

Communication

Members of the SMCPPG are committed to facilitating wherever possible effective communication between patients, carers, the local community and the SMC healthcare team. The Group may assist in providing appropriate written information such as leaflets for patients and carers and in writing articles for local publications in order to maintain a presence in the locality.

Activities of the Group

- i) To work proactively with the local community in projects and other appropriate ways, in order to assist the Practice in delivering the most effective patient outcomes,
- ii) To engage with the Practice on its efficient and effective healthcare provision, to inform and influence practice decision-making, ensuring services are responsive and continuously improving,
- iii) To elicit constructive feedback, using a variety of formats, from patients and carers about the services offered and those being developed and to communicate this information to Practice staff,
- iv) To explore and act upon ideas and issues identified from a variety of data collection methods, making best use of available resources,
- v) To be a 'critical friend' and challenge Practice staff constructively whenever necessary,
- vi) To support the Practice in helping patients to become more informed about their healthcare options and healthy lifestyle choices, in order to create greater ownership of health issues,
- vii) To maintain a presence in the Practice waiting area, as far as restrictions will allow, providing literature and a feedback box,
- viii) To develop and maintain a current social media site in order to communicate to a wider group on Practice issues, health and wellbeing options and self-care,
- ix) To build relationships with other Patient Participation Groups, local Primary Care Networks, NHS Commissioning Groups and user-led groups in the area.

(Ref: <https://members.napp.org.uk/filerepository?parent=60393f762465ca0007912c12>)

(Ref: SMCPPG Terms of Reference, September 2014)