



## Patient Participation Group

### TERMS OF REFERENCE

JANUARY 2015

#### **Our Aim**

To strengthen and promote co-operation between the Coastal Partnership, the patients and the community it serves, ensuring the Coastal Partnership remains accountable and responsive to all its patients needs

#### **Our Objectives Are:**

- To create and provide a forum for a two-way communication between the Partnership, patients and the community it serves.
- To ensure that patients and members of the community are involved in the review, development and planning of services by the Coastal Partnership and, through the membership of the Joint PPG Forum of Great Yarmouth and Waveney CCG, to influence the wider development of medical services in Health East.
- To collect patients opinions and experiences through surveys and feedback and work with the Partnership to evaluate its services for improvement as appropriate.
- To support and provide feedback on communications, such as the newsletter and website produced by the Partnership.
- Support the Partnership in good health promotions by informing the patients and community of activities within the Partnership encouraging preventive medicine and healthy lifestyle choices
- Liaise with other PPGs

#### **Membership**

Members of the Patient Participation Group must be registered patients of the Coastal Partnership. The Patient Participation Group, will as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.

There will be initiatives to attract volunteer members:

1. Members may choose to join the practice virtual group, where emails will be sent giving relevant information or,
2. Become full group members committed to attending group meetings. Virtual group members may also be asked to participate in specific surveys.

## **How We Work**

- The group will elect a Chair, Vice Chair and Secretary for a period of three years. All posts will be subject to nomination and election at the AGM.
- We expect the group to work based on consensus. If an issue requires a vote, this will be based on one member one vote. In the event of a 'tied' vote, the casting vote of the Chair will be binding.
- Membership of the group should be representative of the 4 surgeries Hemsby, Martham, Ormesby, and North Caister. There must be at least 6 members present at any meeting for it to proceed.

## **Meetings**

Meetings will take place at least 6 times a year or more often at the group's request for special circumstances. Meetings will have an agenda, minutes and Action Plan which will be published on the practice website and distributed to all members via email, by post as appropriate and by contact via telephone for members who do not have access to internet.

Membership of the group does not confer any priority claims on the practice or any right to preferential treatment. Nor does it alter the existing NHS processes for handling individual complaints, a copy of which is on the practice website or is available from the Practice Manager.