

Terms of Reference: Patient Participation Group (PPG)

GP Practice: Knutsford Medical Partnership

1. Purpose

The purpose of the Patient Participation Group (PPG) is to:

- Facilitate positive communication between the practice and its patients.
- Ensure that the patient voice contributes to decisions about services and priorities.
- Help improve the quality of care and services provided by the practice.
- Support the practice in health promotion, education, and community engagement.

2. Aims and Objectives

The PPG will:

- Provide a forum for patients to provide feedback, raise concerns, or suggest improvements.
- Work collaboratively with the practice to improve services and patient experience.
- Act as a sounding board for proposed changes or developments in the practice.
- Contribute to health awareness initiatives and public health campaigns.
- Foster communication between patients and the practice population (e.g., via newsletters, surveys).
- Help identify patient needs and barriers to accessing care.

3. Membership

a. Composition

The group will include:

- Patients: A diverse group of registered patients reflecting the demographics of the practice.
- Practice Representatives: Typically including a GP partner, Manager, and other staff as appropriate.

b. Recruitment and Term

- Membership is voluntary.
- Members will commit to either virtual participation or in person attendees. All members will be invited to in-person meetings and events.
- The group will aim to meet a minimum of 3 times per year.

c. Inclusivity

- The PPG aims to be inclusive and representative.
- Special efforts will be made to encourage participation from underrepresented and seldom-heard groups.

4. Roles and Responsibilities

a. Chair

- A nominated patient member will act as Chair.
- Responsible for setting agendas with the Practice, and leading meetings.

b. Secretary

- A nominated patient member will act as Secretary.
- Responsible for sending agendas and minuting meetings.
- Responsible for circulating minutes to Practice and Chair within 5-working days of the meeting.

c. Members

- Attend meetings regularly.
- Respect confidentiality and diversity of opinions.
- Share views constructively and work collaboratively.
- Support agreed actions and feedback mechanisms.
- Contribute to agenda and discussions; bringing suggestions for improvements and support to the surgery

d. Practice Team

- Provide updates on practice developments and services.
- Facilitate communication with wider practice staff.
- Take forward patient feedback and report outcomes to the group.
- Publish minutes and promotion of PPG on digital platforms and within the surgeries as necessary.

5. Meetings

- Held three times per year (or more frequently if agreed).
- Can be in-person, virtual, or hybrid.
- Agenda and papers will be circulated in advance.
- Minutes will be recorded and shared with all members and made available on the practice website.

6. Code of Conduct

All members are expected to:

- Treat others with respect and courtesy.
- Listen and allow everyone a chance to contribute.
- Maintain confidentiality.
- Avoid discussing personal complaints or issues – the PPG is not a forum for individual grievances; this should be address with surgery Operations Managers.

7. Confidentiality and Data Protection

- Personal details of members will be kept secure and only used for PPG-related communication. Discussions relating to patient care or practice business will be treated as confidential unless explicitly agreed otherwise.

8. Review of Terms of Reference

These Terms of Reference will be reviewed every 2 years or when significant changes occur within the practice or PPG.

9. Approval and Adoption

Date Adopted: 05.08.2025

Date for Review: 05.08.2027

Approved by:

Executive Manager: Samantha Pownall

Chair of PPG: April Johnson