

St. Andrew's Medical Practice Patient Participation Group

Terms of Reference

Purpose:

To share a strategic view of health care development and work together to influence and co-design services by:

- Providing a patient voice
- Sharing practice development plans
- Helping the practice to make commissioning decisions that reflect the needs, priorities and aspirations of the local population

Aims:

- To facilitate good relations between the Practice and patients by communicating patient experience and concerns and providing feedback on current procedures and proposed new developments
- Review patient feedback annually as part of the Practice led patient survey
- Share best practice picked up from elsewhere
- Support the Practice to achieve its health promotion aims

Membership & Structure:

Membership of the PPG shall be open to all registered patients aged 16 years and over and should include:

- Patient representatives
- GP Partner representative
- Representatives from the Practice team, i.e. Practice Manager (or Assistant) and a member of the Medical/Admin team
- Others may attend for specific agenda items

The PPG will respect diversity and be committed to the principles contained within the Equality Act.

Confidentiality:

Confidentiality is critical to the success of the group. No aspect of any individual patient will be discussed.

Any breach of confidentiality will result in the person committing the breach being asked to leave the group.

Meetings:

- The PPG will meet at least quarterly – extra meetings may be added should a piece of work require it.

- Dates/Times/Places of meetings will be agreed by members and the Practice and will be advertised on the practice website.
- Meetings will have an agenda and minutes. Minutes of the meetings will be circulated to members and published on the practice website, subject to any issues of confidentiality.
- Agenda items should be submitted to the Chair (or Practice Manager) not later than 10 days before the scheduled meeting.
- Some items may need to be considered before the next scheduled meeting and will be done via email.

PPG Activities:

- Review any feedback received about the services delivered by the Practice and agree any improvements that are necessary
- Contribute to decision making at the Practice and consult on service development. However, the final decisions on service delivery rest with the Practice
- To challenge the Practice constructively whenever necessary
- Raise patient awareness of the range of services available at the Practice and help patients to access/use services more effectively

Code of Conduct:

- The PPG meeting is not a forum for individual complaints or personal issues
- Open and honest communication applies to all
- Always respect confidentiality
- All views are valid and will be listened to
- Discrimination on any grounds will not be tolerated

Alterations to these Terms of Reference:

These Terms of Reference should be reviewed by both parties on an annual basis and may be altered by a resolution passed at a meeting by two-thirds majority of the members present. The alterations must be approved by the Practice.

Adoption:

These TOR's were adopted by the Practice and PPG on 16/09/2025

| Version | Issued | Approved | Comments |
|---------|------------|------------|--|
| 0.1 | 29/07/2025 | 28/07/2025 | Approved by Practice. Issued to PPG for comments |
| 1.0 | 08/09/2025 | 26/09/2025 | Adopted by Practice on 08/09/2025 |
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