## **Taunton Road Medical Centre Patient Focus Group**

## **Terms of Reference**

## **Membership**

## Membership shall be freely open to all registered Patients and Staff of the Practice. It will consist of a minimum of 4 and the maximum of 14 members.

* Membership of the group is dependent on attendance of the minimum of 2 meetings per year. Members who do not comply will be asked to step aside so that other patients can join the group.
* The working group support the NHS ‘Zero Tolerance Policy’ and therefore no patient who has a record of abuseto the staff or been referred to an outside agencyfor their behavior towards NHS staff can join the group.

## **Meetings**

## The PPG will endeavor to meet a minimum of four times a year, although additional meetings may be requested by the membership.

## Notices of meetings, reports, minutes and any PPG information will be produced and displayed on the waiting rooms noticeboard and practice website. It is important that patients are kept informed.

* Rooms/facilities will be provided to ensure all mobility.

## **Object and Aims- PPG's can:**

## Offer feedback on the patient perspective

## Help The Practice to make the most effective use of their resources

## Improve communication

## Help to promote good health

## Influence decisions about which services are provided

## Offer practical support to The Practice

# **This PPG's Purpose will be to:**

## Aspire to contribute to Practice decision-making and will consult on service development and provision.

## Provide feedback on patients’ needs, concerns and interests and challenge The Practice constructively whenever necessary.

## Assist The Practice and its patients by arranging voluntary groups/support within the community.

## Communicate information about the community which may affect healthcare.

## Give patients a voice in the organisation of their care.

## Promote good health and higher levels of health literacy by encouraging and supporting activities within The Practice and promoting preventive medicine.

## Help to influence the provision of secondary healthcare and social care locally;

## Give feedback to NHS trusts on consultations.

## Fundraise for the activities of the PPG; and possibly in time for medical equipment or other facilities to improve The Practice;

## Liaise with other PPGs in the area.

## When necessary serve as a ‘safety valve’ for dealing with grumbles and complaints about The Practice – representing patients but also helping them to understand The Practice’s viewpoint.