

**Terms of Reference of Littleborough Group Practice
Patient Participation Group**

1. Title of the Group

1.1 The Group shall be called the Patient Participation Group (PPG) of Littleborough Group Practice and shall be affiliated to the National Association for Patient Participation (NAPP).

2. Aims of the Group

2.1 The aims of the PPG are to promote co-operation between the Practice and patients to the benefit of both.

3. Membership of the Group

3.1 Membership of the group shall be open and free to all registered patients and staff of the practice. The term of membership for patients will be two years.

3.2 The Chair and Secretary of the PPG will be elected by the membership

4. Activities of the Group

4.1 The PPG will consult with the practice on service development and provision and assist in the assessment of customer services within the practice.

4.2 Monitor the accessibility of practice communications e.g. develops practice booklet and leaflets, design of the website.

4.3 The PPG will seek to ensure that patient information and advice are readily available and clearly presented.

4.4 The PPG will contribute to and be kept informed of Practice decisions.

4.5 The PPG will carry out annual surveys and measure patient satisfaction, health needs and expectations.

4.6 The PPG will discuss solutions and improvement plans to address issues raised within the surveys.

4.7 The PPG will review progress on actions agreed in the Patient Survey Action Plan.

4.8 The members of the PPG will actively promote the PPG meetings with an aim to increase patient participation within the practice.

4.9 The members will elect a representative of the PPG to sit on the Locality/Clinical Commissioning Group (CCG) PPG, providing a local patient voice within the decision making process of the CCG.

5. Quorum

5.1 The quorum will comprise of **four members** and must include the Chair or Vice Chair, the Practice Manager or Deputy Manager and one **Practice Partner**.

5.2 Members are expected to attend a minimum of 75% of meetings per year.

6. Frequency of Meetings

6.1 Meeting will take place **XXXXXXXXXX** and will hold an Annual General Meeting in **XXXX** each year.

6.2 Notices of meetings, reports on meetings and information about the PPG's activities will be displayed on the Practice notice boards and the Practice web page.

7. Conflicts of Interest

7.1 An up to date register of members' interests will be retained. Members will be expected to declare any conflicts of interest at all meetings and the chair will determine how those discussions will be conducted.

8. Review Date

8.1 These Terms of Reference will be reviewed on an annual basis
Date of next review: **XXXXXXXXXX**

9. Secretarial Support

9.1 Secretarial support will be provided by the staff at the practice. An agenda and notes from the previous meeting will be circulated prior to the meeting.