

Terms of Reference for the Patients' Participation Group at the Jenner Practice

1. Title of the Group

The Group shall be called the Jenner Patients' Participation Group (JPPG).

2. The Purpose of the Group

The Group for the benefit of all will aim to promote co-operation, and strengthen communication between the Practice, Patients and the wider community.

3. Membership of the Group

Membership of the Group shall be free and open to all registered Patients of the Practice.

4. The Group's Charter

- a) All members are equally important and all views and opinions will be both heard and respected. Racism and discrimination will not be tolerated.
- b) The Group is neither a forum for individual complaints nor individual's medical issues.
- c) Summary minutes of the meetings of Group shall be posted on the Surgery's notice board and on the Practice website.
- d) The Group shall review, evaluate and report on its effectiveness at least once per annum.
- e) The Practice shall endeavour to have a representative present at each Group meeting.

5. The Objectives of the Group

- a) The Group will assist in the maintenance of good relations and communication between the Practice, the local community and other relevant bodies on behalf of Patients.
- b) The Group will encourage health education activities within the practice and the community.
- c) The Group will explore suggestions and ideas identified by members of the Group and the Patients, and report any valid findings to the Practice.
- d) The Group will provide Patient feedback to the Practice on current procedures and any proposed new developments.
- e) The Group in cooperation with the Practice will organise the setting up and facilitating of Special Interest Groups.
- f) The Group will organise and facilitate a Patient survey on a regular basis. Furthermore, the Group will create a report of the survey's findings, report these back to the Practice and make them available to all Patients of the Practice.
- g) After consultation with JPPG member and Patients, the Group may suggest changes to the Practice, which it feels will benefit Patients as a whole.

6. The Operation of the Group

- a) The Group will agree a chairperson.
- b) The Group will welcome all suggestions from any of its members.
- c) The Practice will be represented on the Group.
- d) At meetings of the Group, five members will constitute a quorum.

Date: 2 March 2016