

Stockton Heath Medical Centre; Patient Participation Group (PPG) – Terms of Reference

The Patient Participation Group will align its Terms of Reference to the Practice Aims and will undertake activities as outlined below to;

Improving the Patient Experience;

- Consider the nature of customer complaints and develop a strategy to improve common areas of complaint
- Take on board the views and needs of customers, challenging the practice constructively where necessary and balancing the needs of the business when suggesting improvements

Developing Health Promotion

- Assist the Practice and its patients by arranging/liasing with local voluntary groups to raise awareness of health promotion
- Support promotion of health clinics by developing links with other relevant local community groups in the area to share information (such as parent and toddler groups/ elderly persons forums/ well woman/man clinics/ carers groups etc)
- Support communication in the local community which may affect healthcare
- Support activities within the practice in promoting preventative medicine
- Work with the practice to canvas customer opinion to influence the provision of Secondary Healthcare and Social Care locally
- Work with the practice to monitor the effectiveness of other health services in the community e.g. support following hospital discharge
- Help patients take more responsibility for their health through improved communication activities

Improving communication

- Gather and communicate information about the community which may affect healthcare (through its involvement with local community groups)
- Foster improved communications between patients and practice
- Provide an avenue for patient views on the organisation of their care
- Receive and communicate information and feedback from GP's and Practice staff, cascading to local groups as necessary
- Develop information centres in the surgery regarding communication with and through the PPG
- Liaise with other PPG's in the area
- Support feedback to NHS trusts on consultation exercises

Developing New Services

- Contribute views to the continuous improvement of services
- Support the practice in consultation and service planning, operation and development of proposals for change
- Provide practical support and help to implement change