

**East Wing Surgery**  
**Patient Participation Group (PPG)**  
**Terms of reference**

**PURPOSE OF THE GROUP**

- Provide a patient perspective to the practice
- Provide a forum to discuss issues relevant to the practice
- Promote co-operation between the practice and patients to the mutual benefit of both

**MEMBERSHIP**

- Membership of the group is open to all registered patients and staff of the practice
- The PPG will endeavour to have a diverse membership which is representative of the practice patients
- Members of the PPG can choose to join a practice virtual group (participate in specific surveys) or commit to attending group meetings.

**OBJECTIVES**

- To act as a channel of communication from the practice to its wider population
- Involve patients in review, development and planning of practice services
- Identify services and issues which the practice should consult with patients, consider any comments from these consultations and support the practice in responding

**MEETINGS**

- Ideally the group will be chaired by a PPG representative (patient of the practice)
- A GP from the practice will attend meetings together with a representative from the practice who will be in attendance to take minutes and organise agenda and papers.
- All members will be contacted in advance to raise items for the agenda
- Meetings will take place 3 times per year, or more often if the group deems it necessary

**CODE OF CONDUCT**

- The group is not a forum for airing problems at a personal level
- The PPG advocates open and honest communication
- All views are valid and will be listened to but should be put through the chairperson
- The group will respect one another and behave accordingly, rudeness and attempts to bully other members will result in removal from the group
- Formal minutes will be produced, displayed in the surgery and on the surgery website
- Meeting to start and finish on time and stick to the agenda