

Stag Medical Centre and Rose Court Surgery PPG

Terms of Reference

Our PPG will:

1. contribute to practice decision-making and will consult on service development and provision;
2. influence the practice or the wider health and care system to improve commissioning of services ensuring high quality responsive care for all patients;
3. advise the practice on the patient perspective, providing insight into the responsiveness and quality of services and the needs, wishes and aspirations of the practice population;
4. represent patients when issues have been identified and raised with the PPG ensuring the practice policy and procedures re complaints are directed through the proper channels as well as informing patients of the practice's viewpoint;
5. assist the practice and its patients by arranging voluntary groups/support within the practice;
6. communicate information about the community which may affect healthcare;
7. communicate information about the practice through newsletters, websites and other means;
8. carry out surveys into the views of those who use the practice, their relatives and carers;
9. promote good health and higher levels of health literacy by encouraging and supporting health promotion events in partnership with the practice and promoting preventive medicine;
10. give feedback to NHS trusts on NHS consultations;
11. liaise with other PPGs in the locality.

JD/February 2012