

The Arch Medical Practice

Patient Participation Group - Terms of Reference

This PPG can support patients and the practice in many ways which include:

1. seeking feedback from patients on service development and provision to inform and influence practice decision making, ensuring services are responsive and continuously improve
2. being a 'critical friend' to the practice by providing feedback on patients' needs, concerns and interests and challenging the practice constructively whenever necessary
3. supporting the practice to communicate with the patient population
4. assisting the practice and its patients by providing information about local groups and support services
5. communicating information about the community which may affect healthcare;
6. supporting the practice in helping patients to become more informed about their health care options
7. promoting good health and higher levels of health literacy amongst patients by encouraging and supporting activities within the practice, promoting self care and providing information about health and wellbeing issues
8. supporting locality Clinical Commissioning Groups (CCGs) to gain feedback on healthcare and social care services to inform local commissioning decisions and planning
9. supporting Local Area Teams of the NHS Commissioning Board to gain feedback on the provision of and priorities for primary medical care services
10. Building relationships with other PPGs and user-led groups in the area. e.g Local Healthwatch, community and user-led groups
11. Giving feedback to and getting involved in local and national consultations
12. Support CQC inspections
13. Contribute to Patient Newsletter