

Riverside Surgery PPG

House Keeping

1. The group will ideally meet every two months.
2. The group will ideally have at least 6 patients present.
3. The group will be chaired by a patient.
4. Formal minutes will be taken of meetings which will need to be agreed by the Chair prior to distribution and then agreed at the next meeting by all members.
5. The Practice Manager will act as the link between the Patient Participation Group and the practice.
6. Minutes of meetings will be made available in the reception/waiting area.
7. All members of the patient reference group will be required to sign the NHS Confidentiality Code of Conduct.
8. There will be an AGM every March when the Chair will be elected.

Terms of Reference

1. To provide a voice, as patients, on behalf of the population registered at the Surgery.
2. To recognize the need to consult with the wider registered population at the surgery on some issues, where specific groups will need to be targeted for their views e.g. children and young people, older people, people with disabilities etc.
3. To achieve a dialogue between patient and practice so that some balance can be achieved between any conflicting aims and expectations.
4. To provide feedback for planning new services and evaluating existing ones.
5. To raise awareness of gaps in services and propose resolutions to help bridge gaps.
6. To provide a forum for trends in complaints to be discussed and proposals for resolution developed.
7. To hear reports of successes and praise the surgery and its staff receive from patients.
8. To liaise with other PPGs in the area

Aims and Objectives

By Working Together and Understanding the Needs of the Surgery and the Patients, we aim to:

1. Learn more about our patients' experiences.
2. Make sure services are designed and adapted to respond better to our patients needs.
3. Tap into the enthusiasm and energy of our patients to make long-term improvements.
4. Develop and encourage closer relationships between staff and patients.
5. Promote patient education.
6. Improve the quality of care we provide.
7. Identify ways of meeting patients' needs more appropriately.
8. Be able to use information provided by patients to help make improvements.
9. Make sure changes make sense to those that are affected by them.