

ROWLANDS CASTLE SURGERY PATIENT PARTICIPATION GROUP TERMS OF REFERENCE

Our Aims

The aims of the Patient Participation Group are to:

- provide a patient perspective to the practice
- provide a forum to discuss issues relevant to the practice and
- to enable patients to influence local health care services

Our Objectives Are:

- To act as a channel of communication from the practice to its patients and wider population, and vice versa.
- To involve patients and members of the public in the review, development and planning of services by Rowlands Castle Surgery and, through the surgery's membership of the East Hants Clinical Commissioning Group, to influence the wider development of medical services in Hampshire.
- To identify services and issues on which the practice should consult with patients; consider any comments resulting from this consultation and support the practice in responding to them.
- To support the practice in drafting practice materials and communications, such as the practice newsletter and website and offer feedback on literature for patients.

Membership

Members of the Patient Participation Group must be registered patients of Rowlands Castle Surgery. The practice will, as far as is possible given the voluntary nature of the group, ensure that its membership reflects the practice population.

There will be a campaign to attract volunteer members. Members may choose to join the practice virtual group, for consultation purposes, or become full group members committed to attending group meetings. Virtual group members may be asked to participate in specific surveys.

How We Work

- To establish the group, the practice has appointed a Chair. This appointment is for a period of one year after which the group will elect a Chair and Vice Chair.
- The Practice Manager will initially act as secretary to the group.
- We expect the group to work based on consensus. If an issue requires a vote, this will be based on one member one vote. In the event of a 'tied' vote, the casting vote of the Chair will be binding.

Meetings

Meetings will take place at least 3 times a year or more often if the group agrees. Meetings will have an agenda, minutes will be taken and minutes will be published on the practice website.

Membership of the group does not confer any priority claims on the practice or any right to preferential treatment. Nor does it alter the existing NHS processes for handling individual complaints, a copy of which is on the practice website or is available from the Practice Manager.