

# **Burwell Surgery Patient Participation Group (PPG)**

## **Aims and Objectives**

### **Aim of the group**

To represent the patients of Burwell Surgery and work in partnership with GPs and practice staff to improve services for patients

### **Membership**

- The PPG is open to any patient registered with the practice
- It should be reflective of the patient demographic of the practice
- There is no maximum number of patients in the group
- The PPG will elect a Chair to run meetings and guide the work of the group.
- The PPG should also have a Secretary to take the notes of the meeting
- Both the Chair and Secretary should serve for one year and be elected at a PPG meeting

### **Objectives**

In partnership with the practice, the PPG aims to:

- To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice
- To communicate to the practice areas of patient concern with a view to influencing change
- To act as a consultative group for any changes at the practice
- To encourage and support the role of the practice in involving patients in their own care
- To discuss complaints and comments received about the practice

### **Meetings**

- The PPG will meet at least 4 times a year and these meeting dates will be set in advance
- A Practice GP, or deputy and whenever possible the Practice Manager will attend all PPG meetings to present news of developments within the practice and to respond to issues raised by the PPG

- Other staff of the Burwell Surgery or other parties from outside the Practice may also attend by invitation.
- The Minutes of meetings will be prepared by the Secretary and reviewed by the Chair. The minutes will be sent to the Practice Manager for distribution to PPG members. PPG members should receive the minutes by E-mail within one week of the meeting. After any comments from PPG members, the minutes will be made available to patients on the PPG webpages and through other communication means deemed to be appropriate.

## **Dissolution**

- If the PPG considers it appropriate to dissolve, patients will be notified of the proposal, in writing, such notice to be displayed in the waiting room. A full explanation will be given as to the reasons for the dissolution and patients will be invited to the next available meeting where the proposal may be upheld or suspended.
- Notice should be given at least one month before the proposed final meeting of the PPG. Reasons for the dissolution or other action to be duly recorded in the minutes and published.