

Waterloo Practice Patient Participation Group (PPG)

Terms of Reference

Mission Statement

The overall aim of our group is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients needs.

Our group is affiliated to The National Association for Patient Participation (NAPP).

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
11. giving feedback to and getting involved in local and national consultations
12. members should send apologies if unable to attend a meeting. Members failing to attend two consecutive meetings should be contacted by the Membership Secretary to discuss their continued group membership

13. if the weather is inclement on the day/evening of the meeting the meeting will be cancelled, members are asked to check their email before setting off for the meeting
14. meetings will take place every other month at 6pm – 8pm or 2pm – 4pm
15. practice staff to attend each evening meeting and be available during the day for feedback/input if needed
16. all members to engage with fund raising activities