



## **Patient Participation Group (PPG) – Terms of reference and a few ground rules!**

Thank you for joining The Peninsula Practice Surgery face to face PPG. You are one of 20 patients who will be providing us with invaluable feedback and direction.

### **The purpose of the group is:**

- To facilitate good relations between the Practice and patients by communicating patients' experience, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments.
- To help maintain good relations and communication between the Practice, the local community and other organisations.
- To explore ideas identified from patient surveys.
- To be a forum for ideas on health promotion and self-care.
- To evaluate and review the effectiveness of the PPG at least once a year.
- Members will be rotated after one year if there is a waiting list.
- Liaise with other PPG's in the area.

### **Ground rules for the group:**

- The group is not a forum for individual complaints and single issues.
- We advocate open and honest communication.
- Silence indicates agreement - so please speak up!
- All views are important and valued and will be listened to.
- Decisions will be based on a simple majority.
- All members of the PPG make a commitment to respect practice and patient's confidentiality at all times.

### **Frequently asked questions:**

#### **Q. What is a Patient Participation Group?**

A. This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

#### **Q. Will the questions you ask me be medical or personal?**

A. We will only ask general questions about the practice, such as short questionnaires.

#### **Q. Who else will be able to access my contact details?**

A. Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else. Your email address and contact details will not be disclosed to other members of the group, unless, group decides – group email.



**Q. How often will meetings be?**

A. We plan for these to be quarterly to establish the group and then bi-annually.

**Q. What if I no longer wish to be part of the group or I leave the surgery?**

A. We will ask you to let us know by email/post if you do not wish to receive further messages.

**Q. What if I don't know much about the surgery?**

A. We will not be asking for input on very complex issues, just those which affect patient experience. If you wish to know more about the surgery please visit our website for further information ([www.thepeninsulapractice.co.uk](http://www.thepeninsulapractice.co.uk))

**Please note:** Participants are initially asked to sign up for one year. Depending on the number of patients on the waiting list to join the group, you may be asked to step down after one year, to give others the opportunity to become a member. This does not mean that you won't be asked again in the future if you would like to return to the group.

Many thanks once again for joining our PPG and we look forward to hearing your views.

**Linda Deabill**  
**Practice Manager**

**All documents are available in large print.  
Please telephone us on  
01394 411641 to request a copy**