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**Patient Participation Group**

Terms of Reference

Aim

* Provide a voice, on behalf of the population registered at the Practice, to help shape and develop services that we deliver to our patients.

Objectives

* Provide the link between staff and the wider registered patients population’s views regarding their patient experience, concerns and interests relating to services
* Agree the content of the annual patient survey in conjunction with the Practice.
* To explore ideas identified from the patient survey and agree an action plan rising from the results.
* The Group will provide the Practice with feedback for helping plan new services and improve on existing services.

Membership

* The opportunity to join the Group will remain open to registered patients of Swanwood Partnership
* PPG members must respect all the other members views and opinions
* Clinical matters/complaints will not be discussed at the PPG Meetings.

Meeting Frequency

* The PPG will be run as a “Virtual” group through the use of email; however, meetings will normally be held every three months in addition to reach agreement.

Minutes

* Meetings will have an agenda. Minutes of the meetings will be available for public viewing on the website.
* Members will agree to treat all items discussed as confidential.