

## **DRAFT PATIENT PARTICIPATION GROUP – TERMS OF REFERENCE**

### **Membership**

Membership of the Group includes patients who are able to truthfully and constructively talk about the services provided at the Blackdown Practice, and who offer practical suggestions on how services can be improved and developed.

Membership can include patients who may not want to attend formal meetings but who wish to participate in discussions regarding services over e-mail or through written correspondence as part of a wider 'virtual' Group.

### **Aims of the Group:**

- Involve patients in reviewing the range and quality of services provided to patients in order to improve such services;
- To help educate patients in obtaining satisfaction from the many services provided by the surgery;
- To help provide and publish information on the full range of services provided by the surgery and associated services;
- Proactively engage patients and seek views on priorities through the development and use of a local Practice survey;
- Publish the outcomes of engagement and views of patients on the Practice website;
- To review the outcomes of the Practice complaints procedure with the aim of reducing incidence of complaints and negative attitudes towards the surgery by establishing the patient concept of "our surgery" not "the doctors' surgery";
- To suggest items for and help generate the Practice and patient group newsletters;
- To feedback to any other local patient groups.

### **Meetings**

We aim to meet for times a year, twice in Hemyock and once at locations in Churchinford and Dunkeswell.

September 2018