

Main Site:
Beeston Hill Community Health Centre
123 Cemetery Road, Leeds, LS11 8LH
Tel: 0113 467 7515
Email: cityview.enquiries@nhs.net
www.cityviewmedicalpractice.co.uk

Branch Surgery:
Shafton Lane Surgery
20A Shafton Lane, Leeds LS11 9RE

Patient Participation Group (PPG)

Terms of Reference

1. Purpose

The City View Medical Practice Patient Participation Group (PPG) exists to ensure that:

*'The practice and its patients have the opportunity to work together
to improve local services and care within the practice'.*

2. Membership

The structure of the PPG will include:

- Chair
- A PPG lead from the practice and a member of the wider staff team
- Patients registered with the practice
- Others may attend for specific agenda items

3. Quoracy

Four members are required for the group to run.

4. Frequency and timing of Meetings

Meetings will take place on a quarterly basis (or as necessary)

5. PPG Ground Rules

- The meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results as a group.
- Silence indicates agreement – speak up, but always go through the chair.
- All views are valid and will be listened to.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

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6. Administrative Support

The PPG will be supported in its work by a member of the admin team who will:

- Prepare meeting agendas and ensure the agenda, together with any supporting documents/information, is received by members at least five working days before a meeting.
- Prepare draft minutes for the Chair's approval within seven working days, and issue approved minutes within 14 working days of a meeting.
- Add all documents to the practice website within 14 days of the meeting.

7. Functions and remit

- To work with the practice to understand the needs of the wider community
- To champion the views of the wider community by encouraging the practice to respond to patient feedback.
- To contribute to the continuous long-term quality improvement of patient care and patient experience.
- To promote health and wellbeing for everyone in the local community.
- To act as a critical friend to the practice.
- The group will also:
 - provide a safe space for members to discuss any challenges they may face when championing the patient voice.
 - provide a forum for members to share information and ideas.
 - develop an understanding of the constraints and challenges within primary care.
 - provide inspiration and encouragement between members.
 - improve the confidence and self-esteem of PPG members.

8. Patient members' role

PPG members are encouraged to:

- Familiarise themselves with the ground rules and terms of reference for the group.
- Acknowledge diversity and consider the needs of the wider community.
- Be objective, have a balanced approach, and draw on and use their perspective as a member of the public to contribute to group debates and decisions.
- Be committed to working collaboratively with the GP practice, other practices in the Primary Care Network (PCN) and wider organisations and businesses in the locality.