

DR S.C. OTTMAN AND PARTNERS

Patient Participation Group

Terms of Reference

Name of Group

The group shall be called Rutland Lodge Patient Participation Group (PPG).

Aims of the Group

To work in partnership with the practice and to strengthen the relationship between the practice and patients in order to:

- Provide a forum for patients to provide feedback and comments about the practice to continually improve services
- Act as a critical friend – provide a patients' perspective ensuring services, plans and activities respond to patient needs and priorities
- Identify opportunities to improve the patient experience
- Foster two way communication between the practice and patients, building stronger relationships
- Provide peer support to other patients – promote healthy lifestyle choices, self-care and understanding of long term conditions
- Support the production of patient facing information
- Provide a link between the practice PPG and other locality PPGs so patients can be involved in the debate about wider health services and issues

Membership of the Group

The group is open to all patients registered at both Rutland Lodge and Carlton Gardens.

The Practice Manager shall represent the practice at each meeting with Dr Ottman attending on an invitation basis.

PPG meetings

For a short period whilst the group forms meetings will on a monthly basis. Future meetings will be on a three monthly basis.

Chair of meetings

The chair will be a PPG member. The current chair will be replaced at an agreed time by a vote of other members and the chair shall remain for a period of one year. The chair will be supported by the practice.

Ways of Working

- There will be a set of agreed ground rules that will be checked frequently and reviewed with new members
- The group shall agree a mechanism for raising concerns with how the group functions/works
- Each group member is responsible for their own behaviour and agrees to be respectful of other members
- The set agenda shall be adhered to.

Training and Support

Group members will be supported to attend any relevant training provided by any of the Leeds CCGs.