

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

TERMS OF REFERENCE

The key roles of Betts Avenue Medical Centre's Patient Participation Group are:-

- The Group will be representative of the whole practice area.
- Membership from the practice will include:- GP, Nurse, Management and Reception. Point of contact will be the Assistant Practice Manager.
- The Group will meet a minimum of three times a year.
- Contribute to practice decision-making and will consult on service development and provision.
- Provide feedback on patient's needs, concerns and interests and challenge the practice constructively whenever necessary.
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- Serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice viewpoint.
- Communicate information about the Community which may affect healthcare.
- Give patients a voice in the organisation of their care.
- Promote good health by encouraging and supporting activities within the practice and promoting preventative medicine.
- Influence the provision of Secondary Healthcare and Social Care locally.
- Monitor services, e.g, hospital discharge and support when back in the Community.
- Liaise with other Patient Participation Groups in the area.

Practice Manager

Updated: January 2011

Review: January 2012