
St John's Wood Medical Practice Patient Participation Group (PPG)

Terms of Reference

1. Governance and Mandate of the Group

- 1.1 A contractual requirement of NHS England is that all Practices should have a Patient Participation Group (PPG) and should make reasonable efforts for this group to be representative of the Practice population.
- 1.2 This PPG has been in existence since 2010 as the critical friend of the practice and how it works.
- 1.3 Election and appointment of the patient PPG Chair is by way of voting and tasks and duties can be delegated by the Chair.

2. Aim of the Group (PPG)

- 2.1 The PPG aim is to add value and to present, discuss and address constructive feedback of patients and thus to represent the patients of St John's Wood Medical Practice and work alongside the wider partnership and Practice staff to improve communications and improve services to patients.
- 2.2 The main purpose of the PPG is to support two-way communication and cooperation between the Practice and patients.
- 2.3 The PPG is a vehicle for consultations on topics which reflect the current and foreseeable needs of these stakeholders.
- 2.4 The PPG will communicate to the wider patient group, e.g. by publishing newsletters.
- 2.5 The PPG will support activities related to Patient Surveys. Ideally these will be completed each year.

3. Membership

- 3.1 The PPG is open to all patients at SJWMP with the aim to represent the community as a whole.
- 3.2 The Practice will support the Group in reaching out to under-represented and difficult to reach groups, including carers of the registered patients who themselves are not registered patients.
- 3.3 Patients who join the PPG must be committed to representing all patients and not individual needs.
- 3.4 Patients can engage with the 'face to face', 'hybrid' meeting group or via 'online consultation' or both.
- 3.5 PPG members must commit to active involvement in the activities of the PPG.
- 3.6 PPG members consent to sharing first name/surname on PPG paperwork e.g. agendas, meeting minutes.

4. Objectives

- 4.1 To collaboratively advise the practice on how to communicate with patients in the most beneficial way.
- 4.2 Prepare appropriate patient communication and where possible run an annual Open Meeting.
- 4.3 Act as an advisory group providing perspectives and concerns from patients that can influence how services operate, how accessible they are and how suitable they are for the patients.
- 4.4 Advise and act as a consultative group for any changes within the Practice.
- 4.5 Review the results of patient surveys and suggest changes where appropriate.

5. Meetings and Communication

- 5.1 Face to Face, Virtual or Hybrid meetings:

5.1.1 Meetings will be chaired by the patient PPG Chair.

5.1.2 The PPG will meet as required throughout the year – however contact will be maintained via email at least quarterly.

5.2 The Practice Manager or a representative of SJWMP will endeavour to attend all meetings and a GP will attend where practical to present news of developments within the Practice and to respond to issues raised by the PPG. Other members of staff of the Practice and third parties may also be invited to attend.

5.3 Online consultation - questionnaire and surveys

The PPG will take agreed topics for broader online consultation to the wider PPG or patient group using an online questionnaire format or other suitable format.

5.4 Minutes will be circulated to members for review then published on the PPG area of the practice website.

6. St John's Wood Medical Practice Commitment

6.1 SJWMP will commit to attending PPG meetings.

6.2 SJWMP will take forward issues and recommendations from the PPG and supply the responses of actions taken as a result.

6.3 SJWMP will keep the PPG informed of service developments where appropriate.

6.4 SJWMP will provide administrative support where required, supporting with arranging, hosting meetings and taking minutes.

6.5 SJWMP will give direction to the group when necessary.

6.6 SJWMP will provide the necessary information to the PPG to enable them to achieve the objectives defined in Clause 4 – Objectives.