

Terms of Reference
Patient Participation Group (PPG)
Great Oakley Medical Centre

1. Purpose

The Patient Participation Group (PPG) exists to support and strengthen communication between patients and the practice at Great Oakley Medical Centre. The group provides a forum for patients and practice staff to work together to improve services, patient experience, and access to care.

2. Objectives

The objectives of the PPG are to:

- Provide a channel for patients to give feedback on practice services.
- Encourage patient involvement in the development of practice services.
- Support health promotion and patient education initiatives.
- Assist the practice in understanding the needs of the local community.
- Promote constructive discussion between patients and the practice team.

3. Membership

Membership of the PPG will include:

- Registered patients of Great Oakley Medical Centre.
- A GP partner or nominated clinical representative.
- Practice management or administrative staff where appropriate.
- Former patients of Great Oakley Medical Centre if the PPG feel they add particular insight or expertise

The group will nominate a Chair and Deputy to be reviewed on an annual basis. There is no maximum term for these roles.

The group will aim to reflect the diversity of the practice population where possible.

4. Meetings

- The PPG will meet at least four times per year.
- An agenda will be circulated in advance where possible.

5. Minutes and Reporting

- Minutes will be taken at each meeting.
- Minutes will be shared with the GP partners for review.
- Approved minutes will be published on the practice website to ensure transparency for patients.

6. Conduct of Meetings

Members are expected to:

- Respect confidentiality where sensitive matters are discussed.
- Treat all participants with respect.
- Work collaboratively and constructively.

7. Review

These Terms of Reference will be reviewed annually by the PPG and the practice to ensure they remain relevant and effective.

Dr Joanne Watt 1st May 2016