

## Patient Participation Group – Terms of Reference

The Patient Participation will be made up of a group of patients who will represent the whole community. We will do as much as we can to encourage members of all sectors of our patient population to engage to ensure adequate representation of all patient groups.

Contact will be via email or text and meetings will be arranged as required, either virtually or in person as appropriate.

The PPG will:

- Work in partnership with the practice to achieve its aim of providing the best possible service to all patients.
- Agree to be contacted by email or text by the practice in order to consult on service development and provision.
- Facilitate the flow of communication between patients, the practice and the wider community.
- Provide feedback on patients' needs concerns and interests with regards to new services.
- Promote good health and higher levels of health literacy by encouraging and supporting relevant activities within the practice and promoting knowledge of preventive medicine.

The PPG will not:

- Be a forum to raise individual complaints.
- Be a forum to seek medical advice.