

## **LANGTON MEDICAL GROUP PATIENT PARTICIPATION GROUP**

### **TERMS OF REFERENCE**

- 1 To enable the Practice to communicate and build positive relationships with its patient population.
- 2 To facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice.
- 3 To facilitate debate among patients concerning health needs, health priorities and current service provision within the practice boundary.
- 4 To provide a framework for the input of information relating to health commissioning priorities.
- 5 To collect feedback from patients about current health service provision and suggestions concerning gaps and how services could be improved.
- 6 To ensure the needs and interests of all patient groups are taken into consideration – including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups.
- 7 To ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such systems amongst patients.
- 8 To review and where appropriate provide advice and recommendations on patient surveys.

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### **CODE OF CONDUCT**

- 1 The Langton Medical Group Patient Participation Group (PPG) is not a forum for an individual/s to resolve personal complaints or single issues, such matters should be raised and addressed using the Practice Complaints Policy.
- 2 All views are valid and will be listened to.
- 3 Requests for confidentiality will be observed.
- 4 There is no maximum length of term of membership.
- 5 Members can resign and rejoin at a later date.