**northgate**

Anchor Meadow Health Centre

Westfield Drive

Aldridge Walsall WS9 8AJ

**tel:** 01922 450900 **fax:** 01922 450910

PRACTICE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dr F E Bolliger, Dr B Sarai, Dr D Gakhal and Dr K Hayer



**Terms of Reference – August 2021**

**Aim of the group**

* To work in co-operation with the Doctors and staff of the Northgate Practice at Anchor Meadow Health Centre and promote positively the practice and services offered
* To involve the patients/clients and Carers when considering improvements or changes to the service provided by or commissioned by the Practice.
* To discuss ways of improving the service to the Practice and community as a whole

**Membership**

* The PPG is open to any patient registered with the practice
* It should be reflective of the patient demographic of the practice
* The maximum number of patients in the group is 15
* The PPG will elect a Chair to run meetings and guide work of the group.

**Objectives**

In partnership with the practice, the PPG aims to:

* To act as an advisory group providing perspectives and concerns from patients that can influence how services operate at the practice
* To communicate to the practice areas of patient concern with a view to influencing change
* To act as a consultative group for any changes at the practice
* To encourage and support the role of the practice in involving patients in their own care
* To monitor complaints and comments received about the practice
* To annually review the results of the patient survey and suggest changes as appropriate

**Meetings**

* The PPG will meet at least 4 times a year and these meeting dates will be set in advance
* Members will send apologies in advance of the meeting if they are unable to attend
* Practice staff will send apologies in advance of the meeting if they are unable to attend allowing enough time for the meeting to be rescheduled if deemed necessary
* A Practice GP/Nurse and/or the Practice/Administration Manager will attend all PPG meetings to present news of developments within the practice and to respond to issues raised by the PPG
* Copies of the minutes of meetings will be prepared by or sent to the Practice/Administration Manager for distribution to the practice staff and to be made available to patients on notice boards and through other communication means deemed to be appropriate.

**PPG Member’s Commitment**

* The PPG member will attend at least 75% of PPG meeting pre-year
* ll PPG members will agree and comply with the Rules of Conduct during PPG meetings
* PPG members will be active in promoting and delivering PPG objectives

**Northgate Practice Commitment**

• The Practice manager or delegated Practice Staff member will attend all

PPG meetings

• Northgate Practice will commit to attending meetings of PPG, taking forward issues and recommendations from the PPG and supplying responses of action taken as a result and will be party to decisions taken by the PPG.

• Northgate Practice will keep PPG informed of service developments and bring them for discussion at PPG meetings, including how wider practice population can get involved in these discussions.