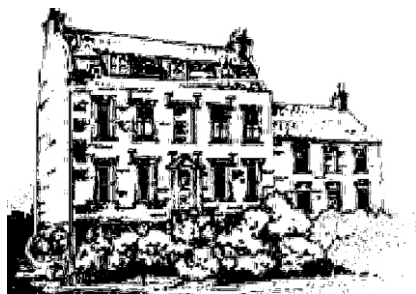


TAMWORTH HOUSE MEDICAL CENTRE



Patient Participation Group Terms of Reference

The aim of the group is to develop a positive and constructive relationship between patients and the Practice, ensuring the practice remains accountable and responsive to all its patients needs.

Our group key roles are:-

1. Create and improve two-way communication between patients and the Practice.
2. To bring a sense of partnership between Practice and patients.
3. Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services.
4. Support the Practice in good health promotions, preventative medicine and health literacy.
5. Collect patient opinions and experiences to help the practice to evaluate its services.
6. Communicate to the practice community and/or the wider community information about the practice.

Membership

All registered patients are welcome to join the Patient Participation Group although, in the interest of effective decision making, membership of the core is limited to twelve.

The structure of the core group will consist of a Chairman and Secretary. Nominations will be sought for each office and a vote will be taken should there be more than one nomination.

A virtual patient participation group will be set up to include representation from various age groups and ethnicity to work with the practice improving patient care.

All members of the group are expected:

- To respect and accept other members' contributions even if they conflict with their own
- Be patient and remember that this group is all inclusive
- Listen to all opinions and encourage an informed discussion in a constructive and objective manner
- Ensure that all members have an equal voice and that all discussion is welcomed recognized and valued.

Meetings

The meetings are not a forum for individual **complaints**, and **patient confidentiality** will be kept at all times.

The group will endeavour to meet at least 3 times a year. Meetings will be held at Tamworth House Medical Centre. Meetings will be recorded and published on Tamworth House Medical Centre website.