

RICHMOND SURGERY  
PATIENT PARTICIPATION GROUP (PPG)

TERMS OF REFERENCE

1. **Purpose of the Group is:**

To represent the views and interests of the Patients about the provision of services at the Surgery, and to support the staff in the continuous improvement of services.

2. **Aims:**

To improve communication and understanding between Doctors and Patients  
To enhance the quality of services being offered to Patients  
To help shape the future policies and direction of the Practice

We will not deal with individual complaints  
We will not fund raise

3. **Membership:**

Membership comprises Patients of the Richmond Surgery. New members are jointly considered by existing PPG members and Richmond Surgery Partners.

4. **Activities of the Group:**

- The Group will be kept informed of the Practice policies relating to the CCG to which it belongs. It may express opinions on these policies on behalf of the patients.
- The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.
- The Group will contribute to, and be kept informed of Practice decisions.
- The Group will advise the Practice on the education needs of the community by encouraging and supporting activities within the Practice to promote preventive medicine and healthy lifestyle choices.
- The Group will seek to ensure that Patient information and advice are readily available and clearly presented.
- The Group will represent patients at the Practice in seeking to influence local provision of health and social care.

5. **Committee structure and meetings:**

The meeting will consist of PPG Patient members from which a Chair and Vice Chair, if applicable, will be elected. The Managing Partner or deputy and a GP Partner (where possible) will also attend.

Meetings will be held every 6-8 weeks or as required by PPG and Partners.