

# Patient Participation Group (PPG)

## Garden City Surgery

### Code of Practice

**The aim of the practice** is to fulfil its statutory responsibility to have a PPG, and to use patient knowledge and feedback to inform practice improvements and developments.

**The aim of the PPG** is to provide constructive support and feedback to the practice on issues within the PPG's remit, to inform service improvement and development.

**The practice and PPG** will jointly aim to:

1. support communication with patients, particularly regarding health promotion, service provision and surveys.
2. foster good relationships between the practice and patients.
3. learn from other thriving PPGs and NAPP (National Association for Patient Participation).
4. work together on ICB (Integrated Care Board) initiatives.
5. promote equal opportunities and encourage all forms of participation in the PPG including a strong online community.
6. ensure that the PPG is supported by a link administrator and a partner representative.
7. develop a PPG area of the website ensuring it is up-to-date and as informative as possible.

**PPG meetings** will be:

8. held quarterly where possible and limited to one hour.
9. open to all current adult patients and staff of the Practice, subject to the space available; currently this is a maximum of 12 participants.
10. led by an elected patient-chair or vice-chair, ideally supported by a patient-secretary; these three roles being reviewed annually at a PPG meeting, usually at the start of the year.
11. conducted according to an agenda published in advance, and meeting notes taken by an agreed attendee; meeting notes will be succinct and promptly circulated.
12. conducted in a constructive and non-personal manner where all present will respect the need for brevity, honesty, courtesy and confidentiality.
13. limited to issues which are practice-wide, not individual complaints or issues.
14. able to commission smaller sub-groups to work on specific topics of interest. These, and any other extra PPG meetings, will normally be chaired by a patient representative.

Anyone involved in PPG activities will be asked to read this document and agree to abide by it. This document will be reviewed annually.