

## **ANDOVER MEDICAL CENTRE**

25 Jan. 11

### **TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP**

#### **1. Title of the Group**

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) of the ANDOVER MEDICAL CENTRE in ISLINGTON, LONDON, and shall be affiliated to the National Association for Patient Participation.

#### **2. Aims and objectives of the Group**

The aims of the Association are to promote co-operation between the Practice and Patients to the benefit of both

##### **Objectives:**

- 2.1 Contribute to practice decision- making and will consult on service development and provision;
- 2.2 Provide feedback on patient's needs, concerns and interests and challenge the practice constructively whenever necessary
- 2.3 Serve a "safety valve" for dealing with grumbles and complaints about the practice-representing patients but also helping them to understand the practice' viewpoint;
- 2.4 Assist the practice and its patients by arranging voluntary groups/support within the community
- 2.5 Communicate information about the community which may affect healthcare
- 2.6 Give patients a voice in the organization of their care
- 2.7 Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventing medicine
- 2.8 Influence the provision of secondary healthcare and social care locally
- 2.9 Monitor services, e.g. hospital discharge and support when back in the community.

#### **3. Membership of the Group**

Membership of the Group shall be open and free to all registered Patients and staff of the Practice.

#### **4. Activities of the Group**

4.1 The Group will be kept informed of the Practice policies relating to the PCT to which it belongs.

It may express opinions on these policies on behalf of the patients.

4.2 The Group will consult with the Practice on service development and provision and assist in the assessment of community medical needs.