

## *LION HEALTH: Patient Participation Group:* **Terms of Reference**

|                           |   |
|---------------------------|---|
| <b>Name</b>               | <ul style="list-style-type: none"> <li>○ Lion Health Patient Participation Group</li> </ul>   |
| <b>Objectives</b>         | <ul style="list-style-type: none"> <li>○ Assist Lion Health in providing the best possible service for its patients.</li> <li>○ Facilitate dialogue between patients and staff of Lion Health.</li> <li>○ Act as a signpost to the Practice's system of suggestions and complaints.</li> <li>○ Promote health education and awareness.</li> <li>○ Engage with the Partners regarding any matters deemed of patient concern.</li> <li>○ Promote the formation of a wider 'virtual' support group.</li> </ul>   |
| <b>Guidelines</b>         | <ul style="list-style-type: none"> <li>○ The group promotes open and honest dialogue without discrimination.</li> <li>○ The group is not a forum for individual complaints. These should be submitted in writing, addressed to the Practice Manager.</li> <li>○ Meetings should be structured around the agenda and the previously identified focus.</li> <li>○ On occasion confidentiality must be respected.</li> </ul>   |
| <b>Key Tasks</b>          | <ul style="list-style-type: none"> <li>○ Agreed areas of focus, and targets should be agreed within the group.</li> </ul>   |
| <b>Membership</b>         | <ul style="list-style-type: none"> <li>○ The group is open to any patient of the practice.</li> </ul>   |
| <b>Meetings</b>           | <ul style="list-style-type: none"> <li>○ Minimum of four meetings per year of core group, with additional strategy meetings as required..</li> <li>○ Meeting times to alternate to ensure flexibility of attendance.</li> <li>○ AGM to be held yearly in the month of August.</li> <li>○ A Special Meeting may be held at the request of one third of the voting members. Such a meeting is required for PPG dissolution.</li> <li>○ Meetings to be supported by key members of the practice team, to include a Partner and member of the Practice Management.</li> <li>○ Questions arising at meetings shall be decided by a majority vote.</li> <li>○ Meeting minutes shall be distributed following each meeting, indicating proceedings and resolutions. These will also be made available on the practice website (<a href="http://www.lion-health.co.uk">www.lion-health.co.uk</a>).</li> </ul> |
| <b>Committee</b>          | <ul style="list-style-type: none"> <li>○ Chair and vice chair are required to retire annually, but shall be eligible for re-election.</li> </ul>  |
| <b>Terms Of Reference</b> | <ul style="list-style-type: none"> <li>○ Proposals to alter this constitution to be made in writing 14 days prior to the meeting at which it is to be considered.</li> <li>○ Alterations must be agreed by two thirds of the group.</li> </ul>  |

**Signed:**

|  |   |
|--|---|
| <p>.....</p> <p style="text-align: center;"><i>(Chairperson/Practice Representative)</i></p> | <p>.....</p> <p style="text-align: center;"><i>(Vice Chairperson)</i></p> |
|--|---|



## *Addendum*

*Lion Health PPG is committed:*

- 1) To offer views on a GP's services from the patient's perspective.
- 2) To be involved in decisions about services and evaluating their success.
- 3) To be a 'critical friend' within the Practice environment.
- 4) To help services to improve.
- 5) To carry out research.
- 6) To hold health awareness and information events.
- 7) To support the Practice in its dealings with other bodies.
- 8) To carry out patient surveys.
- 9) To find out what patients really think.
- 10) To meet regularly with Practice management, GP's and staff to identify improvements and carry out change.