

Sunnyside PPG (Patient Participation Group)

The PPG is a partnership of patients, doctors, healthcare professionals, and surgery staff. Our mission is to:

1. Help patients to take more responsibility for their health.
2. Contribute to the continual improvement of services and quality of care.
3. Provide practical support for the practice and help implement change.
4. Foster improved communication between the practice and its patients.

Terms of Reference

Aim

To help Sunnyside continually improve its information and services to patients and achieve the highest possible quality of patient care.

Membership

Membership of Sunnyside PPG is free and open to all registered patients, and staff of the Practice. Our aim is for the Group membership to be representative of our patient population – regarding age, gender, ethnicity, etc* – but where this is not achieved, we will endeavour to seek the views of those who are not represented.

Activities

Sunnyside PPG will:-

1. Be proactive in making proposals regarding service provision and development.
2. Provide feedback on patients' needs, concerns and interests, and challenge the Practice constructively whenever necessary.
3. Give patients a voice in the organisation of healthcare.
4. Promote good health and 'health literacy' by encouraging and supporting activities and initiatives within the Practice, and by locally promoting preventive medicine.
5. Influence the provision of secondary healthcare and social care by giving feedback to the N.S. Clinical Commissioning Group, NHS Providers, and other relevant bodies.
6. Assist in monitoring services to patients for example, the Out of Hours Services, hospital discharge, and support when back in the community**.
7. Liaise with other PPG's in the area and other health-related groups as appropriate (North Somerset Healthwatch, Voices for Health Care etc.).

Sunnyside PPG may also:-

1. Assist the Practice and its patients by arranging voluntary groups/support in the community.
2. Fundraise for medical equipment or other facilities to improve the Practice and/ or fund the activities of the PPG, ensuring appropriate governance arrangements are implemented before any such fundraising is undertaken.

Notes

* As far as we hold the information to do so, and as indicated by the Equality Act (2010)

** Data collected about or from individual patients will always be anonymised and handled in accordance with the Data Protection Act (1998).

This document to next be reviewed in September 2015