

# **MANOR VIEW PATIENT PARTICIPATION GROUP (MVPPG)**

## **TERMS OF REFERENCE**

### **1. COMMUNICATION:**

- 1.1 To provide feedback to the Practice on behalf of patients on their views, needs, concerns and interests and any other relevant matters so that the Practice's policies and decisions can be influenced by such views;
- 1.2 To facilitate communication between the Practice and the community to help patients understand changes in health care initiated locally, regionally or nationally and use facilities and services to the best advantage;
- 1.3 To act as a signpost towards the Practice's system of suggestions and complaints;
- 1.4 To help patients understand their responsibilities and the Practice's point of view;
- 1.5 To give patients a voice in the organisation of their care;
- 1.6 To liaise with other PPGs in the area;
- 1.7 To develop effective ways of communicating with patients such as Email, Text, Newsletter, social media and any other means available.

### **2. COMMUNITY NEEDS:**

- 2.1 To collect patient opinions and experiences and, from time to time, conduct Patient Surveys (normally in conjunction with the Practice) that assess community 'needs' and in the light of that assessment, help the practice evaluate its services;
- 2.2 To provide the Practice with advice about the implications of patient opinions, experiences and surveys.;
- 2.3 To contribute to the Practice's development process for services and comment upon any resulting action plans;
- 2.4 To challenge the practice, constructively, whenever necessary.

### **3. HEALTH EDUCATION**

- 3.1 To advise the Practice on the educational needs of the patient community about preventative medicine, healthy lifestyle choices, appropriate use of healthcare services and any other areas that may improve the health of the patient community and the efficient use of medical resources;
- 3.2 In collaboration with the Practice organise appropriate community health education meetings.

### **4. PRIMARY CARE ORGANISATION**

- 4.1 To provide input to and publish feedback from the relevant Clinical Commissioning Group (CCG); to co-operate with the Care Quality Commission (CQC) (or their successor bodies) and to influence the provision of primary and secondary healthcare and social care;
- 4.2 To liaise with the relevant commissioning group of practices to share and develop best practice and/or resources;
- 4.3 To assist the practice and its patients by arranging or assisting voluntary groups and support within the community;
- 4.4 To influence the provision of secondary healthcare and social care locally and give feedback on relevant consultations;
- 4.5 To monitor services, e.g. hospital discharge and support when back in the community.

### **5. OTHER**

- 5.1 To review and update the Constitution, mission and objectives of MVPPG as and when required;
- 5.2 To undertake such other things as the Group or Committee may deem necessary or desirable from time to time for the attainment of the Group's objectives.