

# THE ELMS MEDICAL PRACTICE

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Fountains Health

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## Terms of Reference – Patient Participation Group

By working together and understanding the needs of the surgery and the patients, we aim to:

- Learn more about patients' experiences and feed back to the Practices
- Make sure services are designed and adapted to respond better to patients' needs
- Tap into the enthusiasm and energy of patients to facilitate long-term improvements
- Develop and encourage closer working relationships between staff and patients
- Promote patient education
- Improve the quality of care
- Identify ways of meeting patients' needs more appropriately
- Be able to use information provided by patients to help make improvements
- Make sure any proposed changes make sense to us as patients – both in the Practices and in the NHS locally.

The Patient Participation Group is not a forum to voice formal complaints or grievances, or discuss individual treatments. Complaints need to be handled via the Practice Complaints Procedure.

Patient Participation Group members are recruited to represent the wider views of patients not only the views of the individual. Expressions of interest for Patients wishing to join the group are welcome. We meet 4 times a year, usually on a Monday for 1 hour. We would also be pleased to involve Patients by email if they cannot make our meetings.

If you are interested and would like to join our Patient Participation Group please fill in the section below and return to one of our Reception Team.

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**I am interested in joining the Patient Participation Group:**

**Name:** ..... **Date:** .....

**Signature:** .....

**Address:** .....

**Tel Number:** ..... **Mobile Number:** .....

**Email Address:** .....

Please tick one of the boxes below if you would like to be in the Patient Participation Group (PPG) – attending regular meetings at the Practice OR the Virtual Patient Participation Group (VPPG) – being contacted by email to complete surveys, news bulletins, regular ideas and suggestions or be part of both.

Patient Participation Group

Virtual Patient Participation Group

Both