



GREENSAND

Stockett Lane
Health Centre

Virtual Patient Participation Group (VPPG) Terms of Reference

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

GP practices also have a duty to engage with their patients in order to make decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the Virtual Patient Participation Group are to bring together patients, doctors, and practice staff to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery

The VPPG will enable the practice to communicate and build positive relationships with its patient population and to explain, act on new patient's initiatives.

The core objectives of the PPG will be to:-

1. Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice
2. Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
3. Ensure the needs and interests of all patient groups are taken into consideration - including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
4. Ensure patients' needs are considered in the development of the practice systems e.g. appointment systems and telephone systems, providing information about and promoting understanding of such system amongst patients
5. Support the Practice to achieve its health promotion aims
6. Review and where appropriate provide advice and recommendations on practice's patient surveys

A general (face to face) meeting will be held once a year and 28 days notice will be provided. Dates of meetings will be publicised in the practice waiting areas where a copy of the Group's minutes will be displayed for patients to read.

Participants of the VPPG must maintain practice and patient confidentiality at all times.