

PATIENT PARTICIPATION GROUP (PPG) CHARTER

PATIENT PARTICIPATION GROUP (PPG)

A patient participation group (PPG) is a group of patients, carers and practice staff who meet to discuss practice issues and patient experience to help improve the service.

PATIENT PARTICIPATION IS WORKING WITH THE PRACTICE TO:

1. contribute to the continuous improvement of services by providing input from a patient perspective
2. promote patient education and awareness of health and well-being initiatives
3. act as a critical friend to the practice, offering a balanced perspective on issues that may affect patients and the practice
4. support the practice in its aim to deliver high-quality healthcare services

MEMBERSHIP

Membership of the PPG is open to all registered patients of the practice and their carers. Practice staff will participate to provide support and information. The group will aim to reflect the diversity of the patient population, including age, gender, ethnicity and other relevant demographics.

MEETINGS

- The PPG will meet quarterly, or more frequently as agreed by members
- An agenda will be circulated in advance with input from both the members and the practice
- Meeting minutes will be recorded and shared to ensure transparency and follow-up on agreed actions

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ACTIVITIES

The PPG may undertake a range of activities, including but not limited to:

- conducting patient surveys and reviewing feedback
- organising health promotion events and campaigns
- supporting practice initiatives such as flu clinics, community events or campaigns
- acting as a consultation group for practice developments, such as changes to systems or services

CODE OF CONDUCT

- Members will engage in discussions respectfully and constructively, avoiding discriminatory or offensive language
- Members must avoid conflicts of interest and declare any relevant interests where applicable
- Members will not use the PPG as a vehicle to resolve their own personal issues
- Members will respect practice and patient confidentiality at all times
- Confidentiality of members of the PPG will be respected at all times and details of the members (including email addresses) will not be shared without their express consent

FURTHER INFORMATION

For more information about the PPG or to express an interest in joining, please contact iscicb-gp.stfillansppg@nhs.net or call reception on 01772 585451.

Adopted on: 11th February 2025

Signed by: 