

Mansion House Surgery PPG Terms of Reference

The Patients Participation Group (PPG) for Mansion House Surgery aims to support patients and the practice in an appropriate and pragmatic manner we will achieved our aims by the following actions:

1. The group members will be familiar with the services offered by Mansion House Practice, by contact with the Medical Staff, Management Team and the dedicated web-site
2. Positive and constructive suggestions will be provided to management on methods of improving the experience of the patients and visitors to the surgery.
3. The group will use the practice web site as well as surgery notice boards to provide information and explanations of changes to the practise which may be pertinent to patients and visitors.
4. The practice will encourage patients and visitors to share in discussions that arise from items as they are posted and are provided with information on how to feedback to the group. A timely response will be provided via the PPG.
5. Information will be provided on the latest services the practice is offering for example, immunization programmes.
6. Good health and higher levels of health literacy amongst patients will be promoted by encouraging and supporting activities within the practice, promoting self-care and providing information about health and wellbeing issues.
7. Locality Clinical Commissioning Groups (CCGs) will be sourced to gain feedback on healthcare and social care services to inform local commissioning decisions and planning
8. The PPG will be supporting Local Area Teams of the NHS Commissioning Board to gain feedback on the provision of and priorities for primary medical care services
9. We will build relationships with other PPGs and user-led groups in the area. e.g. Local Health watch, Co-production groups and we will provide feedback to and getting involved in local and national consultations.
10. The PPG will review and update the terms of reference for the group as and when required.