



Patient Participation Group (PPG) Nevells Road Surgery

Code of Practice

The aim of the practice is to fulfil its statutory responsibility to have a PPG, and to use patient knowledge and feedback to inform practice improvements and developments.

The aim of the PPG is to provide constructive support and feedback to the practice on issues within the PPG's remit, to inform service improvement and development.

The practice and PPG will jointly aim to:

1. support communication with patients, particularly regarding: health promotion, service provision and surveys
2. foster good relationships between the practice and patients
3. learn from other thriving PPGs and NAPP (National Association for Patient Participation)
4. work together on CCG (Clinical Commissioning Group) initiatives, particularly inspections
5. promote equal opportunities, and encourage all forms of participation in the PPG including a strong online community via www.nevellsroadsurgery.co.uk
6. ensure that the PPG is supported by a link administrator and a partner representative
7. ensure that the PPG area of the website is up-to-date and as informative as possible.

PPG meetings will be:

8. where possible, held quarterly and limited to one hour
9. open to all current adult patients and staff of the Practice, subject to the space available; currently this is a maximum of around twelve patients
10. led by an elected patient-chair or vice-chair, ideally supported by a patient-secretary; all three roles being reviewed annually at a PPG meeting, usually at the start of the year
11. conducted according to an agenda published in advance, and minuted by an agreed attendee; meeting notes will be succinct and promptly circulated
12. conducted in a constructive manner where all present will respect the need for brevity, honesty, courtesy and confidentiality
13. limited to issues which are practice-wide; not individual complaints or issues
14. able to commission smaller sub-groups to work on specific topics of interest. These, and any other extra PPG meetings, will normally be chaired by a patient representative.

Anyone involved in PPG activities will be asked to read this document and agree to abide by it. This document will be reviewed annually. Next review is due in April 2020.