

*Patients making it better for patients*

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## 1. Name

Dronfield Medical Practice (the Practice) Patient Participation Group (PPG)

## 2. Purpose

- 2.1. To develop a working partnership between patients and the Practice to support the continuous development and improvement of the Practice's patient experience.
- 2.2. It is *not* a forum for individual patient complaints. These must be fed to the Practice through their complaints procedure.

## 3. Way of Working

- 3.1. The Practice will normally refer to the PPG membership whenever they are considering changes that may impact on the patient experience whilst in the care of the Practice.
- 3.2. Practice reference to the PPG may be via mail/email or through a PPG meeting.
- 3.3. Where appropriate, the Practice may ask for a volunteer(s) to work with them on specific projects.

## 4. Membership

- 4.1. Any patient registered with the Practice, or the carer of a registered patient, may become a member. The PPG will maintain a listing of members and it will be run in accordance with the Practice's Data Protection Policy.
- 4.2. Membership will normally be a formality, but the Practice reserve the right to turn down or remove membership where, for example, an applicant or member is known to have been abusive or violent towards a member of the Practice staff or other health care professional.
- 4.3. Membership will cease when the member is no longer registered at the Practice or they resign from the PPG.

## 5. Officers

- 5.1. Where possible, the PPG members will appoint a Chair and up to two Deputy Chairs. In the absence of any appointed Chair, the Practice will chair any PPG meetings.

## 6. Management of meetings

- 6.1. Meetings will be held on an as required basis. The Chair will set and distribute the agenda.
- 6.2. Members will, wherever possible, be informed of any up-coming meeting at least 2 weeks in advance. Any members able to attend shall contact the PPG informing of their intent to attend. Attendance may be restricted and numbers limited to those that first respond. Those meetings in the Practice boardroom will normally be restricted to twelve.

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