**Patient Participation Group**

**Membership and how the group will operate**

* Membership is drawn from Patients of Lockswood Surgery. Any patient of the practice is eligible to join the group
* The group will strive to ensure it is representative of the whole practice population
* A chairperson will be appointed annually
* All members are equally important and their opinions should be respected
* Discrimination on any grounds will not be tolerated
* Discussions will be conducted through the Chair
* Personal matters discussed within the group will remain confidential
* The group will meet at least quarterly
* The Group will send a representative (if possible) to local clinical group meetings to share views and good practice and to learn from other participants

**The purpose of Group is to:**

* Seek feedback from patients on service development and provision to inform and influence practice decision making, ensuring services are responsive and continuously improve
* Allow constructive discussion and analysis of the practice service provision
* Offer a patient’s perspective, including providing input and feedback on decisions made by the practice and participation in local and national consultations.
* Help develop the provision of resources and service in the locality and identify unfulfilled areas of need
* Support the practice in helping patients to become more informed about their healthcare options
* Support the practice to communicate with its patient population and improve communication between the practice and its wider population
* Inform themselves through talks and discussion at the meetings and where possible disseminate this information to other patients

**Basic Rules of the Group**

* Meetings are not a forum for individual complaints and single issues
* We encourage open and honest communication and constructive challenge between individuals
* We will be flexible, listen to others, ask for help and support each other
* We will take an equal share of actions and responsibilities including taking our turn at being the meeting note keeper
* We will demonstrate commitment to delivering results as a group
* All views are valid and will be listened to
* No phones or other disruptions
* We will start and finish on time and keep to the agenda
* Membership of the group will lapse where a member has been absent for 4 consecutive meetings

**Reviewed & agreed: 18th January 2023**