

Patient Participation Group

HHR Medical
(Herne Hill Road Medical Practice)



Terms of Reference

1. Purpose

The Patient Participation Group (PPG) is established to:

- Provide a structured forum for patients to contribute to the development and improvement of practice services
- Support effective communication between the practice and its patient population
- Enable patient feedback to influence service design, access, and patient experience

2. Scope and Role

The PPG will:

- Act as an **advisory group only** (not a decision-making body)
- Provide insight into patient experience, access, and quality of care
- Support health promotion and community initiatives
- Assist with patient surveys (e.g., Friends & Family Test discussion and actions)
- Promote inclusivity and representation of the practice population

3. Membership

- Open to registered patients of the practice

Core members:

- Volunteer patients
- Practice Management
- Administrative/digital lead

4. Meeting Arrangements

- Meetings will be held **quarterly (minimum)**
- Format:
 - Virtual via Microsoft Teams
- Meeting invitations will include agenda and joining details

5. Governance and Conduct

- The PPG will operate in line with:
 - NHS values and patient engagement principles
 - Practice policies (confidentiality, safeguarding, data protection)
- Members must:
 - Respect confidentiality (no discussion of individual patient cases)
 - Treat others with dignity and respect
 - Declare any conflicts of interest

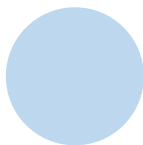
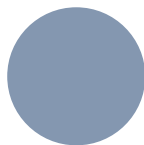
6. Responsibilities

Practice Responsibilities:

- Provide administrative support (agenda, minutes, scheduling)
- Share updates on service developments and performance
- Respond to feedback and communicate actions taken

PPG Member Responsibilities:

- Attend meetings regularly
- Provide constructive feedback



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- Represent broader patient views (not solely personal experience)
- Support communication with wider patient population

7. Agenda and Minutes

- Agendas will be circulated in advance
- Standing agenda items may include:
 - Practice updates
 - Access and appointments
 - Digital services
 - Patient feedback
 - PPG development
- Minutes will:
 - Be recorded and approved
 - Be published on the practice website where appropriate
 - Use anonymised patient identifiers

8. Communication and Engagement

- The PPG will:
 - Encourage wider patient participation (surveys, recruitment, outreach)
 - Support communication via:
 - Website
 - SMS/email updates
 - Posters in the practice
- Feedback outcomes and actions will be shared transparently

9. Equality, Diversity and Accessibility

- Meetings will be accessible to all patients where possible:
 - Provide reasonable adjustments (e.g., translation, accessible formats)
- Efforts will be made to ensure under-represented groups are included

10. Data Protection and Confidentiality

- No identifiable patient data will be discussed
- PPG activities will comply with:
 - UK GDPR
 - Data Protection Act 2018
- Meeting records will be stored securely

11. Review of Terms of Reference

- This ToR will be reviewed **annually** or sooner if required
- Amendments will be agreed jointly between the practice and PPG members

12. Approval

Approved by:

Name: _____

Position: _____

Date: _____