

# WYMONDHAM MEDICAL PRACTICE -

## PATIENT PARTICIPATION GROUP (PPG) CHARTER

**The PPG is a group of volunteers from the patient population of the Practice.**

We aim to achieve the following **objectives**:

- \* Enable patients to be better informed and consulted about services provided by the Practice;
- \* Advise and inform the Practice on what matters most to the patients, based on surveys and research;
- \* Act as a 'critical friend' to the Practice and help identify solutions where problems arise;
- \* Identify improvements to enable the Practice to become more efficient and effective at a time when NHS resources are stretched;
- \* Help patients to be pro-active about improving their health.

### **Volunteer Membership:**

- \* The PPG is open to all patients registered at the Practice age over 18 years. The exception to this is the welcome addition of students from Wymondham College and High School on an annual basis.
- \* All volunteer members will be required to sign a confidentiality agreement.
- \* Members must be committed to representing all patients, not the individual needs of patients within the PPG
- \* The biographies of current members are published on the website. New members are welcome.
- \* Members need to be willing to actively engage during the year.
- \* It would be expected that members would contribute a minimum of a year if at all possible. The Chair will review each person's membership annually, and agree the way forward.
- \* The Chair will serve between 1 and 5 years maximum, and will be annually reviewed with the Practice Manager.

### **Practice Membership**

Dr Julie Glenn - Managing Partner - will attend meetings quarterly .

Kevan Baker - Practice Manager - will attend for part of each meeting to update the PPG and provide information

### **Meetings:**

Full PPG meetings will be held quarterly from 7.30pm to 9.00/9.30pm.

Focus groups working on particular issues will meet as and when it suits them in the intervening months. These groups will be required to report progress and actions to the full PPG.

### **Focus Groups 2017/18:**

**Communication Strategy Group:**

Dr Julie Glenn, Rachelle Wolfe, Saskia Gent, Mick Sewter, Gillian Warrin, Rob Fenton, Fiona Tyas

**Promoting Self Care:**

Mick Sewter, Gillian Warrin, June Websdale , Rachelle Wolfe

**Prescriptions and Reducing DNAs :**

Douglas Beattie, Liz Annison, Alan Greengrass

**College and Academy Students creating their own project:**

All with Rob Fenton

**A Group of One** - Tony Finon, volunteering in the Practice supporting patients, feeding back issues to the Practice Manager and where appropriate to a Focus Group.

**Dr Julie Glenn and Kevan Baker involved in all of the above from time to time**

**The Chair of each group will record in their own way progress towards their expressed goals.**

**Recording of PPG activity:**

- \* A record of PPG meetings will be compiled and sent to each PPG member, and then 'filed' on the practice website to facilitate a wider involvement than PPG members present, inviting comments from other patients
- \* Action notes that form an action memo for PPG members only, will be taken at each meeting and circulated internally only.

**Invitation to join :**

- \* Prospective new members are invited to contact the current Chair of the PPG or the Practice Manager with a brief statement of why they would like to be a PPG member.

**THE PPG IS LIVELY, ACTIVE AND A POWERFUL PARTNER WITH THE PRACTICE WITH A GROWING MEMBERSHIP - JOIN US!**

Rachelle Wolfe

Chair of PPG

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