

PATIENTS PARTICIPATION GROUP.

Constitution.

- The Patients Participation Group was established in 2009, progressing from the Steering Group which was set up to help with the building of the new Medical Centre. The purpose of the group is to act as a mechanism whereby two-way communication might be improved between the practice and its patients.
- The Group works within a defined set of 'Aims and Objectives' and is not a vehicle for specific patient complaints. Where these exist, they can be addressed through the established complaints procedure.
- The 'Face to Face' group consists of a maximum of 15 patient representatives. A Chairperson, Vice Chairperson, Treasurer, and Secretary are elected annually from among the patient representatives. Meetings are attended by a Doctor/Doctors and the Practice Manager (or another member of the Practice staff).
- Meetings are held on a minimum on a quarterly basis and additional meetings can be called for specific purposes, Minutes of the meetings are displayed on the notice board and on the practice website.
- Minimum numbers required to conduct a meeting is 6.
- The term of office of Group members is three years. Membership is reviewed at the January A.G.M. meeting and retiring members can put themselves forward for a further term should they wish.
- Membership of both the 'Face to Face' or 'Virtual' Patient Participation Group is open to any patient of the Practice. Anyone interested in membership, should indicate their preference for joining either of the groups by contacting the Practice Manager who maintains a register. Any membership requests for the 'Face to Face' Participation Group, will be notified by the Practice Manager to the Chairperson and Secretary and will be considered at the January meeting or when a vacancy occurs during the year.

