Title of the Group

Group shall be called the Mansfield Park Surgery Patient Participation Group (MPPPG)

Aims of the Patient Participation Group (PPG)

• To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments

• To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients

• To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all

• To act as a representative group to support the practice and influence local provision of health and social care

PPG Structure & Membership

• Membership of the PPG shall be open to all registered patients and their carers

• Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract

• All registered patients of the practice are automatically members of the MPPPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the PPG

• The PPG will be non-political and non-sectarian, will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act

PPG Committee

• The MPPPG shall elect officers from among the members of the PPG and they will be known as the MPPPG committee. These will include Chair, Vice Chair, Secretary and, if needed, a Treasurer. Other posts may be created by the Annual General Meeting on a proposal from the PPG

• The PPG and the PPG committee shall both hold regular meetings. To maintain an active PPG, any PPG member who fails to attend three consecutive PPG meetings may be deemed to have resigned.

• The PPG will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager

• The PPG committee shall normally not exceed twenty members. Between the Annual General Meetings, the PPG may co-opt individual members if needed to ensure that the PPG is fully representative of the patient community.

Management of the PPGs

• The PPG shall meet face to face no fewer than four times a year. The PPG committee may meet more regularly for planning purposes and liaison with the practice staff if required

• In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees

• Meetings are subject to a quorum of five members of the PPG. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the PPG. The resulting vacancy can be offered to another registered patient

• The PPG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PPG

• Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome the Chair may exercise a casting and additional vote

• The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the PPG and subsequently be sent to members of PPG via email. Hard copies will be displayed on the Practice website

PPG Activities

The GP contract sets out aims and objectives for the PPG:

• Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the registered patients in the practice.

• Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services

• Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PPG with a view to agreeing the improvements (if any) to be made to those services

• Contribute to decision making at the practice and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice

• Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint

• Communicate information which may promote or assist with health and social care

• Explore overarching ideas and issues identified in patient surveys

• Maintain a PPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g. via a suggestion box). The PPG will, where possible, regularly meet, greet and engage with patients in the waiting area

• Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters considered

• Act as a forum for ideas on health promotion, self-care and support activities within the practice to promote healthy lifestyle choices

• Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.

N.B: To ensure a jointly agreed approach by the practice and PPG members, this section should be signed by both parties.

These Terms of Reference were adopted by Mansfield Park PPG at the meeting held at Mansfield Park Surgery on 6th October 2026 and may be reviewed according to emerging needs.