



We care about your health but it is your responsibility

Inspire Health Virtual Patient Participation Group

TERMS OF REFERENCE

PPG Terms of reference

- A chair, vice-chair and treasurer shall be elected from the patients within the group every 12 months.
- To help maintain good relations and communication between the Practice, the local community and other bodies.
- To identify, develop and explore ideas identified from patient feedback.
- To be a forum for ideas on health promotion and self-care.
- These Terms of Reference may be reviewed according to emerging needs.
- To evaluate and review the effectiveness of the virtual PPG not less than once a year.

PPG Meeting/communication rules

- The PPG will operate in a virtual environment. Review meetings may be called by the Chair in accordance with emerging need.
- Action minutes will be agreed before the close of any meeting and publicised in a subsequent newsletter.
- Any meetings will start and finish on time and stick to the agenda.
- Members of the PPG shall make a commitment to respect Practice and patients' confidentiality at all times. Matters discussed shall be confidential unless otherwise stated.
- This PPG is not a forum for individual complaints or single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- Silence indicates agreement.
- We will demonstrate a commitment to delivering results, as a group.
- Discrimination on any grounds is not acceptable.



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PPG Procedures

- All PPG newsletters shall be agreed by the PPG chair and a nominated surgery representative before publication.
- All email communication from the PPG email will be blind (BCC).

Surgery Commitments

- To ensure the Inspire Health PPG have sufficient information to be able to inform users of forthcoming changes to their healthcare.
- To update the PPG website in accordance with PPG requests.
- To provide copies of all updates to the surgery screens to the PPG email as soon as reasonably practicable.