Terms of Reference for the Patient Participation Group (October 2016)

1. **Title of the Group**
   The Group shall be called the University Health Service Patient Participation Group.

2. **The Purpose of the Group**
   The Group will be for the benefit of all patients (including those who are not students at the University of Sheffield). It will aim to promote co-operation and strengthen communication between the Practice, patients and wider community.

3. **Membership of the Group**
   Membership shall be free and open to all registered patients of the University Health Service.

4. **The Group’s Objectives & Activities**
   a) The Group shall assist in the maintenance of good relations and communications between the Practice, the local community and other relevant bodies on behalf of patients.
   b) The Group will encourage health education activities within the Practice and community
   c) The Group will explore suggestions and ideas identified by members of the Group and patients of the Practice and report any valid findings to the Practice.
   d) The Group will provide patient feedback to the Practice on current operating procedures or any proposed new developments.
   e) The Group will organise and facilitate a patient survey, in conjunction with the Practice, and create a report of the survey’s findings to the Practice. This will be made available on the Practice website.
   f) The Group may suggest changes to the Practice which it feels will benefit patients as a whole.
   g) The Group will represent patients at the Practice in seeking to influence local provision of health and social care.

5. **The Group’s Charter**
   a) All members are equally important and all views/opinions will be heard and respected.
   b) Racism and discrimination will not be tolerated.
   c) The Group is not a forum for individual complaints nor individual medical issues.
   d) Summary minutes from meetings will be made available to the Practice and published on the Practice website.
   e) The Practice shall endeavour to have a representative at each Group meeting.
   f) The Group should review, evaluate and report on its effectiveness at least once per academic year.

6. **Group Operations**
   a) The Group will agree a chairperson.
   b) The Group will welcome suggestions from any of its members.
   c) The Practice will be represented on the Group.
   d) At meetings of the PPG, five members will constitute a quorum.

7. **Group Meetings**
   a) The Group will endeavour to meet no fewer than four times per year.
   b) Notices of meetings will be places on the Practice website and the Group’s Facebook page.