



TERMS OF REFERENCE

The overall aim of the Windsor House Patient Participation Group is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patient's needs.

The groups key roles are:-

- ▣ To contribute to practice decision-making and will contribute to discussion about service standards / development and provision;
- ▣ To communicate change to the wider community;
- ▣ To provide feedback on patients' needs, concerns and interests and challenge the practice, constructively, whenever necessary;
- ▣ To serve as a 'safety valve' for dealing with generalised grumbles and complaints about the practice;
- ▣ To represent patients views, whilst also helping them to understand the practice's viewpoint;
- ▣ To assist the practice and its patients by arranging or assisting voluntary groups and support within the community;
- ▣ To communicate information about the community which may affect healthcare;
- ▣ To develop a method of communicating with the wider patient list to enable the group to voice their views;
- ▣ To give patients a communal voice in the organisation of their care;
- ▣ To promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
- ▣ To influence the provision of secondary healthcare and social care locally;
- ▣ To monitor services, e.g. hospital discharge and support when back in the community;
- ▣ To give feedback to NHS trusts / Leeds West CCG on consultations;
- ▣ To fundraise for medical equipment or other facilities to improve the practice and/or fund the activities of the PPG ;
- ▣ To liaise with other PPGs in the area.

This list is neither exclusive nor mandatory and may be amended at any time subject to the agreement of a majority of the group.