**New Road Surgery Patient Participation Group**

**Roles and Responsibilities**

**Patient/Carer Representative**

**Role:**

• To attend PPG meetings and to provide regular feedback to the practice about the quality of

the services it provides.

• To have a role in the designing and monitoring of the practice’s services, so

influencing improvements

• To support and positively promote the practice’s services

• To support the practice’s health promotion events and work with them to improve health

literacy among patients

**Responsibilities:**

• To work collaboratively with patients and the practice team

• Be willing to voice opinions and contribute to discussions

• Listen to and reflect the views of other patients and carers

• Be aware of the contents of the PPG Information & Support Pack eg Terms of Reference

• Be able to attend meetings regularly

• Be aware of the activities of both the Face-to-Face and Virtual PPGs, if both exist

• Whilst observing confidentiality, talk to other patients and carers to pick up comments and

concerns in the practice community

• Promote the PPG – seek out ways to disseminate information gained from networking opportunities

• Read agendas and papers in advance of meetings

• Be polite, objective and constructive in discussions and be aware in these discussions of the Equality Act 2010’s protected characteristics of age; disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

• Be proactive and positive

• Take advantage of any training and development opportunities provided by the NHS/practice.

**Practice Representative**

This could include the following:

• Provide introductions at the first PPG Steering Group meeting

• Support the Chair and other members to ensure the success of the PPG e.g. identifying any

training needs they might have

• Ensure all members of the PPG Steering Group receive proper inductions so they can fully understand their roles and responsibilities

• Collaborative with the PPG Steering Group in the action planning for surgery priorities and patient engagement

**PPG Chair/Vice Chair role**

• Set the agenda of the PPG Steering Group meetings with practice staff

• Ensure all PPG members have an equal opportunity to contribute to the meeting

• Ensure all agenda items are discussed in a timely manner

• Ensure actions are recorded and steps are taken to follow them up and implement them within an Action Plan

**PPG Secretary Role**

This might be a patient or a member of practice staff

• Be responsible for supporting the chair and ensuring the group runs smoothly

• Take notes at the meeting and circulate them. The notes should include all action points

agreed at the meeting

• The notes should be shared using the agreed method of communication for PPG members

e.g by email or post and be available on the dedicated PPG page on the surgery website

• Clear purpose focused on impact and clearly adding value