

Terms of Reference: Millgate Healthcare Partnership

Patient Participation Group (PPG)

1. Purpose and Purpose Statement

The purpose of the Millgate Healthcare Patient Participation Group is to foster a collaborative partnership between the practice and its patients. The group ensures that the patient perspective is at the heart of local healthcare provision, driving continuous improvement in services and patient experience.

2. Core Objectives

- **Communication:** To act as a two-way communication channel between the practice and the patient community, sharing information about practice changes and gathering patient feedback.
- **Service Improvement:** To constructively challenge and support the practice in reviewing and improving services.
- **Health Promotion:** To assist the practice in organising health awareness events, patient surveys, and promoting self-care within the community.
- **Inclusivity:** To ensure the diverse needs of the entire patient population (including vulnerable, minority, or hard-to-reach groups) are represented.

3. Membership & Composition

- **Patient Members:** Membership is open to all registered patients of the practice. The group aims to be representative of the practice's demographics.
- **Practice Representatives:** The Deputy/Practice Manager and at least one General Practitioner (GP) or clinical staff member will ideally attend each meeting.
- **Officers:** The group will elect a **Chair, Vice-Chair, and Secretary** from the patient membership every 12 months.

4. Meetings and Governance

- **Frequency:** Meetings will be held quarterly
- **Format:** Meetings may be held in person at the practice, virtually via video link, or as a hybrid.
- **Quorum:** A meeting will be considered valid if at least 3 patient members and 1 practice representative are present.
- **Agendas & Minutes:** The agenda will be co-created by the Chair and Deputy/Practice Manager and circulated 7 days before the meeting. Minutes will be recorded by the Secretary and made available to the public via the practice website.

5. Ground Rules and Code of Conduct

To ensure meetings remain constructive and respectful, all members agree to the following code of conduct:

- **No Personal Grievances:** The PPG is **not** a forum for individual complaints, personal medical issues, or personal grievances. These must be handled through the official practice complaints procedure.
- **Mutual Respect:** All members will respect differing viewpoints and listen to others without interruption.
- **Confidentiality:** Members may occasionally be privy to sensitive, non-public practice information. Absolute confidentiality must be maintained regarding all such discussions.
- **Objectivity:** Members will act in the best interest of the *entire* patient community, rather than advocating for personal agendas.

6. Accountability and Reporting

The PPG is accountable to the patient body and the Practice Partners. An annual summary of the PPG's activities, achievements, and future goals will be published on the practice website.

7. Review of the Terms of Reference

These Terms of Reference will be reviewed annually by both the PPG members and the Practice Management to ensure they remain relevant and fit for purpose.

Date Approved: 13/7/2026

Next Review Date: 13/7/2027