



Terms of Reference of the Riverbank Practice Patient Participation Group (RPPPG) Issue 3

1. Title of the Group

The Group shall be called the Riverbank Practice Patient Participation Group (RPPPG).

2. Purpose of the Group

The Group is a patient-led representative group of the patients of the Thurso Riverbank Practice. Its primary aim is to liaise with and be involved with the practice GPs and staff to ensure for the patients of the practice the best use of the healthcare services provided by NHS Scotland. It will also engage in community development, liaison with other groups when mutually beneficial, and fundraising as required.

3. Membership of the Group

Any patient of the Thurso Riverbank Practice aged 16 and above can apply or be invited to become a member of the Group. The Group consists of not more than 15 persons including a Chairman, Vice Chairman, Secretary, Treasurer, and Practice staff (managerial, GPs, nursing, reception). The current list of RPPPG members is posted on the RPPPG Notice Board in the Waiting Room, and is also available on the Practice Website, www.riverbankpractice.co.uk

4. Group Objectives

The following are some examples of the Group's objectives:-

- a) The Group will seek to promote good relations and communication between the practice staff and patients.
- b) The group will support health education activities within the practice.
- c) The group will explore suggestions and ideas identified by patients or practice staff and report to them any valid findings considered to be of benefit to the practice and patients.
- d) The group will seek to sponsor or promote any other ideas about the working of the practice considered to be of mutual benefit to the practice and patients.
- e) The group will be available to collect patient feedback to the practice on current procedures and any proposed new developments.
- f) The group will seek to be kept informed of practice policies and should be able to express opinions on those policies on behalf of patients.
- g) The group will organise patients' surveys as required to ascertain the views of patients on selected matters, and will report their findings to the patients and practice.

h) The group will maintain an Information Screen and Information Library in the Waiting Room, and periodically issue a Newsletter.

i) The group will keep patients informed about progress and developments relating to their achievements by means of the Information Screen in the Waiting Room, the Practice Website and other outlets.

j) In the event of the group disbanding, any funds remaining will be donated to the Practice.

5. Working of the Group

The Group will meet at least four times a year.

Minutes of meetings and other information about the Group's activities will be displayed in a folder in the Waiting Room.

The Group will review its Terms of Reference at least once per year.

6. Annual General Meeting (AGM)

The Group will hold an AGM each calendar year no later than 15 months after the previous AGM.

All patients and practice staff are welcome to attend.

Notice of the date and time of the AGM will be made widely available through the media, The RPPPG Notice Board, and the RPPPG website, three weeks before the meeting.

The Group will present a report of its activities during the preceding 12 months, and outline a programme of planned activities for the next 12 months.

Membership of the Group to serve until the next AGM will be agreed.

Patients and practice staff will be invited to raise for discussion any matters concerning the work of the RPPPG.

Approval of Terms of Reference

These terms of Reference were agreed at the RPPPG meeting held on 22 January 2018.