

 The Cedars Surgery

**The Cedars Patient Participation Group**

**House Keeping & Terms of Reference**

**House Keeping**

1. The group will meet every 3 months from March 2011.
2. The group will ideally have at least 6 patients present.
3. The group will be chaired by - Maria Coates. To be reviewed annually.
4. Minutes will be taken of meetings by Laura Coates which will need to be agreed by all present at the subsequent meeting.
5. Minutes will be tabled at Partners Meetings by the Practice Manager who will act as the link between the Cedars Patient Participation Group (CPPG) and the practice.
6. Minutes of meetings will be made available in the reception/waiting area and on the Cedars website. <http://www.cedarssurgery.co.uk>
7. All members of the Cedars Patient Participation Group will be required to sign the CPPG Confidentiality Agreement.

**Terms of Reference**

1. To provide a voice, as patients, on behalf of the population registered at the Cedars Surgery.
2. To recognise the need to consult with the wider registered population at the Cedars Surgery on some issues, where specific groups will need to be targeted for their views e.g. children and young people, older people, people with disabilities etc.
3. To achieve a dialogue between patient and practice so that some balance can be achieved between any conflicting aims and expectations.
4. To provide feedback for planning new services and evaluating existing ones.
5. To raise awareness of gaps in services and propose resolutions to help bridge gaps.
6. To provide a forum for trends in complaints to be discussed and proposals for resolution developed.
7. To hear reports of successes and praises the surgery and its staff receive from patients.
8. No budget is assigned to the Cedars Patient Participation Group.
9. Decisions will normally be reached by consensus. In the event of a disagreement a vote will be taken of members. In the event of a split, the Chair will have the casting vote.