

Waterfield Practice – Patient Group Terms of Reference

The mission of The Waterfield Practice Patient Group (WPPG) is to develop a stronger relationship between patients and the practice by enabling greater involvement of patients in the provision of excellent care.

To support our mission we intend to:

Develop communication channels between the Practice and the community to:

- (i) Help patients use the practice facilities to meet their needs
- (ii) Ensure that patient views can influence the development of practice policies.

Contribute to the identification of community needs to:

- (i) promote health (including self-care)
- (ii) improve services, and the quality of care

Advise on and support the provision of:

- (i) health education in the community.
- (ii) community health education meetings.

Review and comment on general practice policies and those of the Bracknell and Ascot Clinical Commissioning Group through the:

- (i) receipt of regular updates on these policies
- (ii) critical review of policies and feedback to the practice.

The WPPG **has** set up a committee consisting of a Chairman and Secretary plus up to 10 other WPPG members who must be registered Patients of the Waterfield Surgery. The committee is supported by a Partner (depending upon availability) and the Practice Business Manager or other staff as nominated by the Practice. The committee will meet at least four times a year and communication will be encouraged by other means, as appropriate.

In furthering these aims, the WPPG will undertake specific projects, studies and surveys of which the following are examples:

- ***Provide the patient perspective by:***
 - *Conducting patient surveys or collecting feedback in the waiting room*
 - *Sharing good practice by networking with other patient groups*
 - *Lobbying to improve a whole range of health services*

- **Promote health matters by:**
 - *Organising presentations on important health needs*
 - *Producing a directory of self-care support groups*
 - *Raising awareness of key public health messages*
- **Improve communications by:**
 - *Building two-way relationships between patients and the practice*
 - *Promoting awareness of and access to local health services*
 - *Developing a patient library or information resource centre*
 - *Improving the practice leaflets and website*
- **Influence the development of services by:**
 - *Advising on the development of new or existing practice premises*
 - *Representing patient views on the purchase of health services*
 - *Co-ordinating with other PPG's to improve wider healthcare delivery*