

Parkfield Medical Practice

Terms of Reference

As a group we will:

- Contribute to practice decision-making and assist with consultation on the development of services and provision
- Provide constructive feedback on patients' needs, concerns and interests
- Serve as a "safety valve" by listening to grumbles and complaints about the practice, while at the same time, helping patients understand the practice's viewpoint
- Communicate information about the community, which may affect healthcare.
- Give patients a voice in the organisation of their care
- Monitor services, e.g. hospital discharge and support given when back in the community and report any issues.
- Organise fundraising activities to support improvements to the practice facilities and equipment and to support the work of the PPG
- Liaise with and offer mutual support to other PPGs in the area.

As a group we are not:

We are not a forum for complaints against the actions of individual doctors or other practice staff, there is an established procedure with the practice to respond to such complaints