

The Cranborne Practice Patient Participation Group (PPG) Charter



Who are we?

We are volunteer patients who work with the managers and clinicians at The Cranborne Practice and Lake Road Surgery to support and promote the best possible health care for all patients. We act as the patients' "voice" in seeking to influence the service which the GP Practice gives to its community.

What do we do?

- We meet four to five times a year. Where face to face meetings are not possible, the Group meets using video conference technology. The online meetings are recorded.
- We contribute to and are kept informed of GP Practice decisions.
- We participate in two-way communication with both the Practice and NHS Dorset to positively influence the provision of health services in the locality.
- We promote the needs of the community by encouraging and supporting activities within the GP Practice and the Primary Care Network to encourage preventative medicine and healthy lifestyle choices.
- We promote and encourage the use of online services and Digital Healthcare apps.
- We share news of the work of the PPG with the community in a variety of ways including The Cranborne Practice website, social media, posters and leaflets.
- We ensure that patient information and advice are readily available and clearly presented.
- We maintain an Action Plan with defined actions, roles and responsibilities which is reviewed at each meeting.

Who Can Join the PPG?

Any registered patient of The Cranborne Practice over the age of 18 may become a member of the PPG. Our PPG includes various ages, experiences and backgrounds, so we all bring something different to the PPG. Patients can choose to attend the regular meetings and / or join the PPG Facebook Group.

How will the GP Practice be Represented?

A designated senior representative of the Practice Management team will attend all meetings. Other GP Practice staff, including clinicians, may attend.

What are the Ground rules?

PPG members appoint a Chairperson for three years. The role of the Chairperson is to facilitate PPG meetings, ensuring that the Group functions appropriately, that there is full participation during meetings, that all relevant matters are discussed and that effective decisions are made and carried out.

A meeting agenda is published on the Practice website and circulated to all members and invitees at least three working days before each meeting. Minutes are distributed to the members (and published on the Practice website) following the meeting together with the recording if the meeting was online.

The members of the PPG maintain confidentiality and will always act in the best interest of the patients free from bias or discrimination.

PPG members have no part to play, nor will they become involved in, patients' personal medical matters.

PPG members are committed to open, respectful and constructive discussions – meetings are not a forum for individual complaints and single issues.