

Tadcaster Medical Centre Patients Participation Group

Terms of Reference

Tadcaster Medical Centre Patients Participation Group (PPG) exists to help the Practice sustain and develop excellence in all patient services.

It comprises Patients, Doctors, Practice Management and other Practice staff.
Guest members may be invited from time to time.

It operates by meetings, email and social media.

Through the PPG's positive and constructive relationship, the Practice will:

- discuss potential changes with patients before making them, to allow patients to influence the way facilities and services are planned and executed;

- listen to patients in an open and responsive manner, addressing issues before they become problems;

- at the earliest opportunity, inform patients of changes imposed on the Practice by third parties, such as NHS England;

- seek patient involvement and support in activities, events or actions which they believe will benefit patients.

Through the PPG's positive and constructive relationship, Patients will:

- treat all members of the PPG, whether Practice members or other Patients, with courtesy, respect and humanity;

- accompany criticisms with reasonable suggestions on how issues might be resolved;

- communicate any perceived issues in an objective and non-judgemental way at the earliest opportunity.

Patient members will not use the PPG to air personal grievances or complaints but will highlight general concerns.

Practice members will not automatically justify the current position but will actively embrace the possibility of change.

With the support of the Practice, Patients might also:

- seek opinions from other patients by personal contacts or surveys;

- provide peer support to other patients;

- carry out fundraising for Practice facilities.

PTO for contact details

Tadcaster Medical Centre Patients Participation Group

Contacting the PPG

Patients may contact the PPG

by email: voyccg.ppgtadcaster@nhs.net and the practice will forward to them;
by direct message on twitter: @TadcasterPPG
by asking a receptionist to pass on a message

Joining the PPG

If you wish to join the PPG, you can complete a form on the Practice website
<http://www.tadcastermedicalcentre.co.uk/>
Click on the link for Patient Group

Or you can get a form from Reception in the Practice.
Or just turn up at the next meeting. These are held at the Medical Centre. The date is shown at the above Patient Group link

We are especially keen to involve young people, both through their contacting the PPG and also through joining it as patient members. Attendance at meetings is not compulsory and it is perfectly acceptable for members or non-members to communicate with us entirely via social media.