

# Appendix 5: Sample terms of reference

This PPG will:

1. contribute to practice decision-making and will consult on service development and provision;
2. provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary;
3. serve as a 'safety valve' for dealing with grumbles and complaints about the practice – representing patients but also helping them to understand the practice's viewpoint;
4. assist the practice and its patients by arranging voluntary groups/support within the community;
5. communicate information about the community which may affect healthcare;
6. give patients a voice in the organisation of their care;
7. promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
8. influence the provision of secondary healthcare and social care locally;
9. monitor services, eg hospital discharge and support when back in the community;
10. give feedback to NHS trusts on consultations;
11. fundraise for medical equipment or other facilities to improve the practice and/or fund the activities of the PPG; and
12. liaise with other PPGs in the area.