

Terms of reference of The Alford Group of Doctors PPG

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 organization of their care.
- 7.** Encourage good health and higher levels of health literacy and support activities within the practice and promotion of medicine.
- 8.** Influence the provision of healthcare and social care locally.
- 9.** Monitor services, e.g. hospital discharge and support when back in the community.
- 10.** Give feedback to relevant NHS organizations on local needs.
- 11.** Liaise with other PPGs in the area.