

## Person Profiles

### Patient Participation Group (PPG) Chair and Members

#### PPG Purpose

- To promote a patient-centred culture within the Practice
- To work collaboratively with the Practice to continuously improve patient services and experience

#### Person Profile – PPG (Committee) Members

Members are required:

- To be currently registered with the Practice.
- To have interest in healthcare improvement beyond a single issue.
- To be committed to continuous improvement in healthcare services and patient experience.
- To approach the role thoughtfully, with objectivity, tact and diplomacy.
- To listen to and reflect the views of other patients in discussions with the Practice.
- To be willing to work collaboratively with the Practice team.
- To adhere to the **PPGs Terms of Reference** and respect the confidentiality of patients ( who have shared their concerns with the PPG) in any discussions.
- To regularly attend PPG meetings, to participate in any PPG/Practice communications and contribute as appropriate to achievement of PPG project objectives.
- To promote the work of the PPG, sharing feedback or knowledge through community networks.
- To have some knowledge or experience of the healthcare system **or be willing to learn.**

## **Person Profile – PPG Chair**

In addition to the above, PPG Chairs are required to demonstrate the following:

- Leadership
- Action orientation
- Proactivity
- Impartiality
- Assertiveness
- Diplomacy
- Ability to communicate concisely and effectively
- Ability to organise and chair meetings
- Understanding of General Practice challenges and constraints
- Willingness to remain up to date with NHS changes and their potential impact on patients/the Practice
- The respect of PPG members and the Practice and the recognise the need for confidentiality.
- Strong, active, community links and networking
- Willingness to work with multiple stakeholders and across organisational boundaries