

## South Molton Health Centre

### Aims, Objective and Ground Rules for Patient Practice Partnership Group (P3)

#### Aims

- To act as a 2 way conduit of information about the health centre
- For the practice to engage with patients on potential developments and changes to services
- For patients to raise concerns about our services so we can find solutions together, either as individuals or on other patients' behalves
- To discuss issues relating to the wider health world.

#### Objective

- To ensure the health centre is providing quality services to all our patients

#### Ground Rules

- Our P3 Group is open to all our patients.
- Patients who are unable to attend meetings in person can be part of our email group.
- Times: Vary start times, keep to time, start prompt, aim for no longer than one hour
- Meet every 2 months
- Practice will be open and transparent in discussions without breaching patient confidentiality. If there is a reason that something can't be shared then the practice will explain why.
- Group to work in partnership to resolve concerns and develop and improve the practice
- Group to be respectful and work as a team
- Doctor's attendance will rotate, so all Partners involved at some point
- The group is not for discussing individual medical or personal issues....patient confidentiality remains paramount
- The group is solution focussed, if problems are raised then let's not focus too long on the problem, let's look at ideas to resolve it
- Notes and action points will be produced, rather than minutes as such.
- Roles of chair and secretary to be reviewed annually
- If a dispute arises between members of the P3, the group will be asked to nominate someone to investigate and oversee resolution.