



ROLE AND REMIT OF RPPPG



IS TO SPECIFICALLY LOOK AT THE WAY IT COMMUNICATES AND BUILDS POSITIVE RELATIONSHIPS BETWEEN THE PATIENTS AND THE PRACTICE. THE CORE OBJECTIVES OF THE RPPPG WILL BE TO:

- ESTABLISH DIALOGUE BETWEEN PATIENTS AND THE PRACTICE TO PROMOTE PATIENT INVOLVEMENT AND ENGAGEMENT IN THE PRACTICE.
- ENSURE PATIENTS' NEEDS ARE CONSIDERED IN THE PLANNING AND DEVELOPMENT OF NEW AND EXISTING SERVICES, INCLUDING GENERAL IMPROVEMENTS TO THE PRACTICE.
- SUPPORT THE PRACTICE WITH HELPING PATIENTS TO TAKE MORE RESPONSIBILITY FOR THEIR HEALTH.
- PROVIDE ADVICE AND RECOMMENDATIONS WITH REGARDS TO PATIENT SURVEYS, QUESTIONNAIRES ETC.
- SEEK THE VIEWS AND INTERESTS OF ALL PATIENTS GROUPS, FOR EXAMPLE PATIENTS WITH SPECIFIC ILLNESSES OR CONDITIONS, PATIENTS WITH DISABILITIES, YOUNG WORKING FAMILIES, PATIENTS FROM ETHNIC MINORITIES.
- ENGAGING WITH PATIENTS ABOUT SEEKING THEIR ADVICE FOR FUTURE SERVICE REDESIGN AND SHIFTING OF SERVICES FROM SECONDARY CARE TO PRIMARY CARE SETTING.

IT IS IMPORTANT THAT THE RPPPG IS TOLD ABOUT YOUR VIEWS ON RELEVANT MATTERS CONCERNING THE PRACTICE. HOWEVER, IT SHOULD BE MADE CLEAR FROM THE OUTSET THAT THE RPPPG IS NOT AN APPROPRIATE PLACE TO DISCUSS PERSONAL COMPLAINT ISSUES. THIS IS BECAUSE THE PRACTICE HAS A FORMAL COMPLAINTS PROCEDURE FOR DEALING WITH PERSONAL ISSUES. BUT THAT IS NOT TO SAY THAT ALL PERSONAL ISSUES ARE RESTRICTED TO USING THE FORMAL COMPLAINTS PROCEDURE IN ORDER TO HAVE MATTERS RESOLVED BECAUSE, IF SUFFICIENT NUMBERS OF PATIENTS WERE TO RAISE CONCERNS ON THE SAME ISSUE, THEN IT WOULD COME WITHIN THE REMIT OF THE RPPPG TO SEEK A REMEDY. THE RPPPG NEEDS TO HEAR ABOUT ANY CONCERNS YOU MIGHT HAVE WITH REGARDS TO THE PRACTICE AND THE WAY IT FUNCTIONS. POSSIBLE FUTURE ROLES COULD INVOLVE FUND RAISING FOR EQUIPMENT ETC. FOR THE PRACTICE.

PLEASE NOTE: - WE DO NOT DISCUSS INDIVIDUAL MEDICAL PROBLEMS.