

Monitoring Criteria

Table discussion comments

Definition Criteria	How do we know they have achieved this?
1	<ul style="list-style-type: none"> • There is a copy of the TOR (both hard and soft copy) • The TOR is on display in practices, on the website and given to new patients • The TOR should be agreed between the patients and the practice
2	<ul style="list-style-type: none"> • There is an elected steering group • There is an agreed programme of work • Display minutes of meetings in the practice • Practice has a list of the core group members and their role
3	<ul style="list-style-type: none"> • Have concise minutes of all meeting (no more than two pages) put on the website and notice board • Senior partners send out minutes to other practices staff • A copy of meeting minutes are put in the waiting area
4	<ul style="list-style-type: none"> • Have a suggestion/comment box • Carry out an annual survey • Hold open meetings with tabled questions and agenda items from members • Use social media and practice website • Produce a newsletter
5	<ul style="list-style-type: none"> • As a minimum practice manager or GP from the practice should attend meetings • Include roles and expectations in the TOR • Include notes and minutes of meetings • Have a record of the shared conversations and agreement on activities between practice staff and PPG
6	<ul style="list-style-type: none"> • Have a joint relationship which produced a minimum of one outcome per year as a result of joint working
7	<ul style="list-style-type: none"> • Make newsletter available to all patients
8	<ul style="list-style-type: none"> • Engagement with other local forums for patients and attendance at meetings about healthcare • Feed into quality meetings of the CCG