

Roles and Responsibilities

Chair/Vice Chair

A Chair's duties concerning meetings include:

- Organising meetings around other PPG members, trying to suit their availability as much as possible.
- Helping the practice to set up PPG Questionnaires
- Preparing agendas with PPG Members and the surgery (where appropriate)
- Conduction meetings in a manner that enables everyone to have their say without over-running the time set aside for the meeting
- Steering the meeting through the agenda
- Organising speakers
- Allowing people to speak but not allowing the meeting to become a complaints forum but to look into consideration of any concerns with the manager and report back the following month
- Summarising what has been said.
- Moving to a vote on certain subjects if necessary
- Ensuring minutes are recorded and action points carried out.
- Helping with the Practice PPG Facebook Group where possible and Website News etc by networking in the community and finding local events and things happening in the community, which patients may find useful (Desirable)

The qualities of a good Chair include:

- Leadership
- Having the respect of members and the practice
- Having strong and active community links and networking
- Assertiveness
- Being concise
- Attentiveness
- Impartiality
- Diplomacy

Secretary

The secretary works alongside the surgery lead to help the Chair plan meetings and agendas and provides administrative support, including:

- Ensuring the notices of meetings/agendas are drawn up and sent out in advance
- Helping the practice and Chair with PPG Questionnaires and distributing
- Taking notes of meetings and distributing minutes with the assistance of the practice
- Helping with the Practice PPG Facebook Group where possible and Website News etc by networking in the community and finding local events and things happening in the community, which patients may find useful (Desirable)

Qualities of a good Secretary include

- Keenness to do the job
- Being well organised and conscientious
- Tact and discretion
- Good IT Skills (desirable)
- Ability to communicate concisely and effectively