**PEG Guidelines**

**PEG (PAG) Membership**

* Participants will be invited to join the group. Practice staff may be asked to suggest patients for invitation and/or patients may self-nominate.
* Membership term will be for a 24-month period (or as determined by the Practice).
* Participant travel costs will be covered by agreement with the Practice and paid at the current IRD travel reimbursement rate.
* The Practice may agree to offer additional compensation to the PEG participants eg. one standard consultation free of charge per annum while a PAG member

**Terms and Conditions**

* The PEG will meet as determined by the Practice. The maximum number of meetings will be once per month, with the minimum being one meeting every 3 months to ensure opportunity for input and continuous improvement.
* The meetings will be held at ***Practice Name and physical address.*** Meeting notice will be emailed to participants two weeks prior to the meeting requesting an RSVP.
* Meetings will be chaired by an elected representative. This representative may be from the practice or a patient participant of the PAG. The chairperson will lead the discussion and delegate minutes as appropriate.
* The meeting will be scheduled for one hour. Refreshments will be served.

**Confidentiality Agreement**

* A confidentiality agreement has been developed and is to be signed by both the PAG participant and a representative of the Practice. This document provides both parties with guidance around patient and organisation privacy, and associated expectations.

**Information Sharing and Feedback**

* The PAG is a face to face method of obtaining patient experience feedback. It is critical that participants provide open and honest information on patient experience of services provided by the practice. They may represent their wider network or community.
* Discussions will be minuted and copies provided to all participants and practice staff.
* Understanding and improving services and patient experience is the purpose of the PEG.

**Patient Communication**

* Practices will ensure their enrolled patient population are aware of the PEG. This information may be provided via poster, email, practice newsletter, website or social media eg. practice facebook page. A practice contact name should also be provided for any patient queries.