

Ashville Medical Practice

Patient Reference Group

Terms of Reference



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1 Aims & Objectives of the Patient Reference Group

To provide a positive, encouraging and objective forum to discuss issues relevant to the practice and its population.

To represent the interests and the views of all patients and ensure that the patients' voice is heard in the organisation of their care, so as to continually improve the services of the practice for the benefit of both the patients and staff.

Act as a channel of communication from the practice to its population and vice versa.

Involve patients and members of the public in decisions about the range and quality of services provided.

Ensure that the groups' views are as representative as possible of the practice population.

Agree priority issues for the practice and population.

Obtain feedback by use of local surveys on the quality and provision of services to help support future decision making.

2 Membership

Membership of the Group shall be open and free to all registered Patients of the Practice.

Members should be there to support the practice, and local population, rather than to pursue their own personal agenda.

The group shall serve as a 'safety valve' for dealing with grumbles and complaints about the practice, representing patients but also helping them to understand the practice's viewpoint.

Members should act impartially in raising patients' issues, needs and interest.

Members should support and challenge one another, and practice representatives in a respectful, open and constructive manner whenever necessary.

Members should respect and accept other members' contributions even if they conflict with their own.

The practice and/or Patient Reference Group (PRG) reserves the right to remove a member of the group whose behaviour and opinions are deemed to oppose the aims, objectives and membership expectations of the group.

3 Reporting

The group's activities will be minuted with agreed action points.

Minutes of previous meetings and proposed agenda items for following meetings will be circulated on a timely basis, in either hard copy or by email.

Patient group agendas and minutes will be available on the practice website and within the surgery premises.

Feedback will be given to the practice by the practice manager on the patient group.

The group should expect feedback from the practice when required.

4 Meetings

Meetings will be held at Ashville Medical Practice on a quarterly basis.

Meetings will be chaired by Melanie Jones.

Meetings will be held between 13:00pm-14:30pm, unless agreed otherwise.

Patients may put forward agenda items prior to any meeting up to one week before the Patient Reference Group Meeting is held

There is a timeframe of 1 week after meeting minutes have been distributed, for amendments to be made.

The group may allow non members to attend meetings in the role of observer, or as a guest speaker.

Patient confidentiality will be maintained at all times.

5 Review

The terms of reference will be reviewed on an annual basis.