

Townhead Surgery Patient Group

Terms of Reference

Introduction

The Group will advocate openness, challenge and recognise all members' views. Members should be constructive and understanding, ensuring that the views put forward are not just personal issues

Aims/ Purpose

- Make suggestions to improve services.
- Receive patient feedback and improve communication in order to promote good health and help the surgery make the best use of their resources.
- Offer the Practice support by identifying any perceived deficiencies in current services.
- Ensure views are representative of service users.
- To promote and ensure good communication and the potential of joint working between the practice and other local organisations engaged in health promoting activities.

Membership and Meetings

- Meetings will commence at the stated time and will finish on time whilst adhering to the set agenda.
- The agenda will be produced by the Chair and circulated by the Chair and any issues to be placed on the agenda by members. Members should submit items for the agenda to the Chair. All members should send notice if they are going to be late and inform the meeting at the start should they need to leave early so that the Agenda can be adjusted accordingly if necessary.
- The group will strive to make the meetings as accessible as possible to all members.

Members must meet the following criteria:

- Be a registered patient of Townhead Surgery who represents a specific group or representation from a community group in the area that is relevant to the improvement of the population's health & wellbeing.
- Want to contribute to problem solving and offer ideas that will improve service delivery.
- Be able to provide an individual and a wider patient perspective about services.

- Attend meetings regularly. (Absence from 3 consecutive meetings without good reason will be taken as indicating a reduction of interest and the member will be reviewed.)
- Respect Patient confidentiality is paramount at all times.

The Surgery

The surgery will agree to work with the patient group and commit resources to make the work of the group realistic and relevant.

Representatives will include:-

- A GP partner
- The Practice Manager
- A Practice Team representative (may be a nurse, receptionist etc.) when available or appropriate.

It is expected that the surgery will furnish someone who is able to address any specific matters on the agenda.

Operation of the group

- Under normal circumstances there will be a minimum of 6 meetings a year.
- There will be an Annual AGM and an Annual Report will be produced to highlight the work of the Group and displayed in the surgery and on the website.
- Minutes of the meetings will be displayed within the Surgeries for access by the surgery patients and will be tabled at the Surgery Practice Meetings. The minutes will also be displayed on the website.
- The Group will endeavour to ensure 2 representatives will attend the Wharfedale, Airedale & Craven GP Alliance (WACA) Network Meetings. A report back from the WACA meetings will be on the PPG agenda.
- The Terms of Reference may be reviewed at intervals as required.

Admin amendment 23/2/22