



Terms of Reference for Friends of Marriott's Medical Practices

1. Name of the Group

The group shall be known as the "Friends of Marriott's Medical Practices".

2. Purpose

The purpose of the Friends of Marriott's Medical Practices is to:

- Support the GP surgery in enhancing patient care and services.
- Foster a sense of community and partnership between the surgery and its patients.
- Provide a virtual forum for patients to contribute ideas and feedback.
- Assist in organizing online events and activities that promote health and well-being.

3. Membership

- Membership is open to all patients registered at Bac on Road Medical Centre and Taverham Surgery.
- Members must agree to abide by the group's terms of reference and code of conduct.

4. Meetings

- Meetings will be held as required.
- Meeting agendas and minutes will be circulated to all members in advance.

5. Roles and Responsibilities

- Chairperson: To agree communications, lead meetings, set agendas, and represent the group.
- Secretary: To take minutes, manage correspondence, and maintain records.
- Members: To participate in discussions, surveys, questionnaires, and support group activities.

6. Decision Making

- Decisions will be made by the Chairperson.

7. Code of Conduct

- Members must treat each other with respect and courtesy.
- Confidentiality must be maintained regarding any sensitive information discussed.
- Members should act in the best interest of the group and the GP surgery.

8. What the Meeting is Not For

- The group is not a forum for individual medical complaints or personal health issues.
- It is not a place for discussing confidential patient information.



- The meeting is not intended for making clinical decisions or providing medical advice.

9. Zero Tolerance

The practice's zero tolerance policy applies to this group. Our practice is committed to providing a safe and supportive environment. We have a zero-tolerance approach to any form of violence, abuse, or aggression. The full policy is available on our website. Patients who exhibit violent, abusive, or aggressive behavior may be: given a formal warning removed from the practice list reported to the police if the behavior constitutes a criminal offense

10. Facebook Rules

See appendix A

11. Review of Terms of Reference

These terms of reference will be reviewed annually to ensure they remain relevant and effective.



Appendix A

Facebook Rules

Respect and kindness

- Treat all members with respect. Healthy debates are natural, but kindness is required. No hate speech, bullying, or harassment of any kind.

Privacy

- Respect everyone's privacy. What is shared in the group should stay in the group. Do not share personal health information or any other sensitive information without consent.

Relevance

- Keep posts relevant to the group's purpose. This group is for discussing topics related to GP services and patient experiences. No spam or irrelevant links.

No Medical Advice

- This group is not a substitute for professional medical advice. Always consult your GP or healthcare provider for medical concerns. Members should not provide medical advice to others.

Constructive Feedback

- Provide constructive feedback about GP services. This group aims to improve services through positive and helpful suggestions. Avoid negative or destructive criticism.
- No Promotions or Sales
- No promotions, sales, or advertisements are allowed. This includes promoting other groups or events not related to the group's purpose.

Report Issues

- If you see something that violates the group rules, report it to the admins. Admins reserve the right to remove posts or members that do not comply with these rules.

Participation

- Active participation is encouraged. Share your experiences, ask questions, and support fellow members. Be mindful of the tone and content of your posts to maintain a supportive environment.

NHS Zero Tolerance Policy

- The practice's zero tolerance policy applies to this group. Our practice is committed to providing a safe and supportive environment. We have a zero-tolerance approach to any form of violence, abuse, or aggression. The full policy is available on our website. Patients who exhibit violent, abusive, or aggressive behaviour may be: given a formal warning removed from the practice list reported to the police if the behavior constitutes a criminal offense

12. Review of Terms of Reference

These terms of reference will be reviewed annually to ensure they remain relevant and effective.