



# **KILLICK STREET HEALTH CENTRE**

## **Patient Reference Group**

### **Terms of Reference**

The group is not a forum for individual complaints and single issues. It is a group of individuals here to represent the other patients of the Killick Street Health Centre.

The group is here to provide feedback on patient's needs, opinions, concerns and challenge the group constructively whenever necessary

We advocate open and honest communication and challenge between individuals, however, respectful and polite communication is essential. The Chair will direct the meeting and advise whether the conversation stream is appropriate.

Patients are able to participate in the KSHC PRG through email if they are unable to attend regular meetings. The Practice will endeavour to keep patients up to date through the email system and is happy to receive comments and feedback through this system.

Mobile phones should be switched off during all group meetings.

We will start and finish on time; patients are invited to add items to the agenda prior to the meeting.

The agenda will be followed with a small section of Any Other Business for any comments that have arisen during the meeting to be discussed

The Practice will explain any constraints that have been placed on them by other outside agencies which may affect final decisions as much as they are freely able to do so