

ROLE / REMIT OF PALFREY HEALTH CENTRE PATIENT FORUM GROUP

The Patients Forum was established in 2010 as a non pressure group to support Palfrey Health Centre in addressing the Patient Focus / Public Involvement agenda.

OVERALL PURPOSE/OBJECTIVES

The purpose of the Forum is to promote the relief of sickness and preservation and protection of health for the public benefit by fostering the highest possible standard of primary medical care through the medium of patient participation.

GROUP PRINCIPLES

The membership will reflect the patient population and will encourage membership from all areas of the practice's catchment area.

The membership of the Forum is open, transparent, socially inclusive, embracing the equality and diversity agenda.

Members will adhere to the principle of confidentiality.

AIMS

The Patients Forum

- Acts as a sounding board for proposed changes or developments in services.
- Supports and guides, in the relevant areas, the evaluation of the redesign of health services.
- Contributes to the format of general communications with the public and patients, including the redesign of patient information booklets.
- Improves the flow of communication between service users and staff.
- Will act as a focus for fund raising activities – Optional.
- Advise on health education needs in the community in order for the health centre to provide appropriate and useful community health education meetings.
- Will assist in assessing the community 'needs' to help the health centre improve its service.
- Promotes innovation in practice and the development of excellence in patient care.

COMMITTEE & OFFICERS

The Committee shall consist of no more than ten members including a Chairperson, a Vice-chairperson and a Secretary (a Treasurer optional) who shall be derived from not less than six representatives of patients and not less than two representatives of staff. All committee members shall be honorary.

The committee shall endeavour to meet not less than **three** times between Annual General Meetings at such time and place as the Secretary shall specify, on the instructions of the Chairperson.

The Committee shall be empowered to manage the affairs of the Group and to take any action on its behalf which it deems conducive to the objectives of the Group.

At meetings of the Committee each member, other than those co-opted shall have one vote. In the event of equality of voting, the Chairperson shall have the casting vote.

At the meetings of the Committee, four members plus one officer shall constitute a quorum.

The Committee may fill any casual vacancy occurring among its number until the AGM of the Group.