

Patient Involvement Group

Terms of Reference

Aim of the Group

To provide the patients perspective on the working and development of services at the practice.

This will include constructive feedback on:

- New developments at the surgery.
- New developments within the NHS and change flowing from this.
- The patient experience at the surgery.
- The patient/lay person's view of customary practice at the surgery.

Representation on the Group

The Group will have no more than 12 Patient members and 2 representatives from the surgery team.

Each Patient member will serve for a maximum period of 3 years at which point they will retire from the Group and a successor will be sought. In some circumstances it might be necessary for a member of the Group to continue serving, in such circumstances a further period of 3 years may be granted by a majority agreement of the Group.

Meetings

The Group will meet 3 times a year. Extra meetings can be called if necessary with the majority agreement of the Group.

Meetings will be 'chaired' by one of the representatives from the surgery, preferably the Practice Manager. Other members of staff may be invited to attend the meetings as necessary in relation to items tabled for discussion.

Each meeting will be agenda driven. Preparation reading will be circulated prior to the meeting.

Ground Rules

- The meeting should not be the forum for personal 'Gripes'.
- Criticism is good but it needs to be constructive.
- Meeting content should remain focused on 'feedback' and it is not the role of the group to become involved operationally.
- Avoid personal comments in meetings.
- Respect each other's contribution.

