

Heathgate Medical Practice

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Terms of Reference - Patient Reference Group (PRG)

This document sets out the structure, aims and objectives of the Heathgate Medical Practice Patient Reference Group, setting the boundaries and direction by which it will achieve its objectives.

Introduction

The Practice wishes to fulfill its ambition of delivering NHS services, which are inclusive and accessible to all by engaging patient's views on those services.

Aim of Patient Reference Group (PRG)

The key purpose of the PRG is to gauge views, opinions and feedback from a cross section of its patients on services provided either at the surgery or other local healthcare settings. The group will also look to discuss NHS changes at CCG and national level.

Objectives

1. To work with the Practice in offering feedback on the existing services provided
2. To help define both the priorities of the Practice and patients in terms of the development of new services
3. To pro-actively seek Patients' feedback through a formal Practice survey/consultation at least once a year
4. To comment on and discuss the survey/consultation findings
5. To assist the Practice create an action plan to addresses the areas of development identified as a result of the survey/consultation
6. To consider implementation of changes agreed in the action plan
7. Lead educational events for patients

Membership

Membership is open to any registered patient of the Practice. The Practice will aim to make the group as representative as possible of the Practice's population in all respects.

Confidentiality

The confidentiality of patients and staff information is of the utmost importance. When sensitive matters are under discussion we will treat these accordingly.

Patient specific issues will not be discussed. If a member of the group has a personal issue to raise, this should be discussed outside of the meeting with one of the Practice representatives.

Frequency/Format/Chair of Meetings

The Group will meet at least bi monthly at either the surgeries in Poringland or Rockland St Mary.

The PRG will have has a Chair, supported by the Managing Partner. They will meet prior to the meeting to review its content.

Members will receive advance notice of the start time of the meetings.

Agenda and Minutes

Agendas and any or relevant documents will be sent at least one week before the meetings.

A minute of the meeting will be circulated within 7 days of the meeting.