

THE NEW FOLLY SURGERY

TERMS OF REFERENCE FOR A PATIENT REFERENCE GROUP (PRG)

Purpose of the PRG

- To help the practice make improvements to services for all patients
- Work as an intermediary and liaison link between patients and practice staff.

Core objectives for the PRG

- Improve communication between practice and patients
- Act as a discussion forum for survey results
- Assist in maintaining good practice moving the surgery forward specifically by agreeing improvement plans in response to patient feedback

Specific objectives identified by the Practice

- Consider education evenings/seminars to promote health messages to a wider patient group
- Produce a meeting schedule for at least 3 months
- Consider having open sessions for all patients to discuss their issues or concerns with the PRG

Meetings

It is the suggestion of the Practice that meetings are held quarterly on Wednesday evening between 7.00pm-8.15pm. One GP will be in attendance at each meeting.

Support from the practice

The Practice Manager, Daryl Laws, is the main contact.

The Practice aims to:

- Provide information, advice and guidance on health related topics to compliment the national priorities of the NHS
- To support the Group with the production of patient newsletters
- To provide the venue for meetings and seminar evenings
- To support the Group by publicising and advocating the services of the patient group to other patients
- To respond to concerns and queries raised by the PRG in a timely manner.
- To attend group meetings with the PRG

Support from NHS England

- To provide assistance, support and guidance regarding working in partnership with the practice
- To identify any useful meetings, courses or conferences, the patient group may be interested in attending