

## **TERMS OF REFERENCE**

### **1. Name**

1.1 The Group shall be called The Friends of Pound Hill Medical Group.

### **2. Formation**

2.1 The Group is formed to meet a Government requirement that each Surgery shall have a Patient voice included in the Surgery Partners considerations on any services that may be offered via contract with the National Health Service (NHS).

2.2 The Group shall consist of two separate teams of Lay Members who are registered patients of Pound Hill Surgery and Copthorne Surgery and any other surgeries that the Partners of Pound Hill Medical Group (PHMG) shall establish in the future.

2.3 In this context, a Lay Member shall be a Patient who does not receive a regular salary or wage paid via the payroll of PHMG or the NHS.

2.4 The teams shall be known as:-

- A. The Patient Participation Team (PPT) (see Section 3)
- B. The Patient Representative Team (PRT) (see Section 4).

### **3. The Patient Participation Team (PPT)**

3.1 This shall be a “virtual” team made up of a cross section of Patients who shall be consulted via face to face contact; mail, e-mail or social media on matters where the PRT and the Practice Manager agree that as large as possible consultation with Patients is desirable.

3.2 The number and eligibility for Patients to be included in the PPT shall be decided by the Practice Manager and the Chair of the PRT.

### **4. The Patient Representative Team (PRT)**

4.1 This shall be formed of Patients who have volunteered to form a “physical” team to be the voice of Patients in discussion with the Practice Manager and Partners with regard to services offered by PHMG.

4.2 The objectives of the PRT shall be to: -

- A. constructively review the organisation and running of the Surgeries for the benefit of the Patients
- B. suggest ways of improving the overall operation of the Surgeries
- C. act as a voice for Patients by which issues and concerns can be raised, discussed and reviewed with the Practice Manager, also ensuring that Patients receive a timely response to queries and concerns
- D. provide Patients with regular updates on the work of the PRT using appropriate methods of communication
- E. discuss and review, via the Chair of the PRT and the Practice Manager the Patient reports held in the Compliments and Complaints file in the Practice Quality System on a regular basis and to ensure Patients receive an appropriate response
- F. be familiar with the services provided by PHMG, ensure that these are communicated to Patients in an appropriate manner and to suggest any changes or additions that could assist Patient health and well-being
- G. review these terms of reference on a bi-annual basis.

## **5. Meetings of the PRT**

5.1 At its first meeting each calendar year, the PRT shall elect its Chair for that year.

5.2 The PRT shall meet a minimum of five times a year, normally at Pound Hill Surgery. The dates of meetings and the agenda will be agreed between the Chair and the Practice Manager.

5.3 One of the meetings will be to discuss the results of the Patients Survey sent to members of the PPT and such other patients as shall be agreed between the Chair and the Practice Manager.

5.4 The PRT shall , in agreement with the Practice Manager, invite guests to its meetings to provide information that would be useful to it.

5.5 In agreement with the Practice Manager, the Chair will agree for minutes to be taken of its meetings and published to members and Patients.

5.6 All Patients who have volunteered to be members of the PRT will be expected to attend meetings or inform the Chair or the Practice Manager of their apologies for absence. Any member who fails to attend three consecutive meetings of the PRT without good cause shall be deemed to have resigned their membership.

5.7 All members attending meetings of the PRT shall sign in, and the minutes of the meeting shall record their presence and those who have given apologies for absence.

5.8 The Chair, in consultation with the Practice Manager, shall have the authority to call additional meetings of the PRT if this is required.

5.9 Between meetings, the Chair shall have the authority to act on behalf of the PRT in any discussions/actions with the Practice Manager that arise, and shall report these to the next meeting of the PRT as an agenda item.

5.10 At its first meeting each calendar year, the PRT shall appoint one of its members to be their representative at the Crawley CCG Clinical Representative Group (CPRG) and also nominate a reserve representative. These representatives to the CPRG shall provide the PRT with written reports of the meetings they attend.

## **6. Funding**

6.1 Neither the PPT nor the PRT shall hold any funds and the monies for the activities of these teams shall be supplied by PHMG.

6.2 PHMG will also support the PPT and the PRT with administrative support as needed.

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