

Terms of Reference
Darwen Healthcare – Patient Reference Group
Updated: 24 November 2014

Title of the Group

The Group shall be called The Patient Reference Group (PRG) of Darwen Healthcare.

Aims of the Group

The aims of the group are to:

- Promote co-operation between the practice and patients
- Organise and develop a local “survey” with patient input
- Understand issues affecting patients
- Developing action plans that address patient issues.

Ground rules of the Group

There shall be the following ground rules

- This meeting is not a forum for individual complaints and single issues
- Open and honest communication and challenge between individuals
- Be flexible, listen, ask for help and support each other
- Demonstrate a commitment to delivering results, as a group
- Silence indicates agreement – speak up but always go through the Chair
- All views are valid and will be listened to
- No phones or other disruptions
- Start & finish on time, stick to the agenda.

Membership of the Group

Members of the group will be for:

- All patients registered within the practice;
- The practice will pay attention to engaging with a cross section of the practice population that reflects equality in:
 - Age;
 - Sex;
 - Ethnicity;
 - Demographics

The group will annually elect the following people:

- **Chairperson** – responsible for:
 - Manages and chairs the meetings
 - Will be a lay member rather than a member of the practice
 - May represent the practice in wider public and patient engagement events.
- **Secretary** – responsible for creating the agenda, taking minutes and general admin and distributing paperwork to members in a timely manner
This role *may* be undertaken by a member of staff from the practice.
- **Treasurer** – Will be needed to take care of funds and finances (applies if the PRG will be doing fund raising).

Responsibilities of the Group

Practice

- Provide feedback on patients' needs, concerns and interests whilst helping patients to understand the practice's viewpoint where necessary
- Communicate information about the community which may affect healthcare
- Give patients a voice
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice
- Undertake and analyse key issues for an annual local survey that will be published with the findings and action plans for improvements. The methodology for this shall be shared and agreed with patients
- Ensure that the Patient Reference Group that is representative, equitable, and covers, where possible, all sections of the practice population
- Help support voluntary groups within the community
- Promote the wider Public and Patient Engagement agenda
- To be transparent and open. Appropriate information will be provided that gives patient's information on how practices compare where issues are raised.

Patients

- Contribute to practice service development and provision
- Liaise with other PRGs in the area
- Help support fundraising for medical equipment or other facilities to improve the practice and/or fund the activities of the PRG
- Not use the group for individual complaints or single issues.

Meetings of the Group

- The Group will:
 - Meet no fewer than [5] times a year i.e. bimonthly, to be held on third Monday 5:30 – 7:00 pm
 - In addition hold an Annual General Meeting in November of each year
 - The Meetings will be advertised throughout the practice
- The meeting will be quorate when five members of the group are in attendance
- Members to email or contact the Secretary in advance if unable to attend a meeting.

Organisation of the Group

- The Group's activities will be organised by a Committee of volunteers and invited members
- The Committee will be composed of a Chair, Deputy Chair, Secretary and Treasurer, and between five and six members as agreed at the AGM. Other members will be co-opted as required
- Request for Agenda Items to be forwarded to members 10 days prior to meeting and Agenda to be forwarded to members 7 days in advance of the meeting along with any associated paperwork require
- Administrative assistance will be provided by staff at the Practice.