

Stainland Road

Medical Centre

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www.stainlandroadmedicalcentre.co.uk



Patient Reference Group – Terms of Reference

May 2018

Aims:

- Support and promote the work and aims of the practice.
- Strengthen the relationship between the practice and its patients.

Objectives:

- To assist the practice in continuing to improve its provision of healthcare, whilst ensuring that patients are at the heart of the decision making.
- Provide a patients perspective on practice services.
- Use information gathered from patients to discuss problems and potential improvements within the practice.
- Provide representation to other groups as and when required.

Membership:

- Membership is open to any patients registered at the practice.
- Virtual membership option to be made available to those who cannot attend the meetings and wish to be members.

Meetings:

- Meetings will be chaired by the Practice Manager.
- The practice manager will formulate the agenda and send requests for agenda items to all group members.
- Health forum and practice feedback to be regular agenda items.
- 2 meetings each year will be pre-arranged and further meetings will be arranged on an ad-hoc basis.
- The Practice Manager will have responsibility for organising further meeting dates.
- Meeting dates will be advertised to all patients using the website and the waiting room.
- All communication will be sent via email unless alternative arrangements have been made with the practice manager.
- Meetings will generally be held on a Monday at 7pm at Stainland Road Medical Centre.

Information Sharing:

- All meeting minutes will be displayed on the websites and in the waiting room.
- In between meetings all information will be shared via email.
- All members to acknowledge receipt of emails.

Review Date

This document will be reviewed annually by the group, in November.

If you are interested in joining the Patient Reference Group please ask at reception for an application form or, alternatively you can download one from our website.