

Raleigh Surgery

Patient Participation Group

Terms of Reference

Aims

The Patient Participation Group comprises patient volunteers and the Practice Manager. The aim of the Group is to establish a partnership between patients, doctors and the staff of Haldon House Surgery to enhance the services provided by the Practice.

Objectives

- Establish a dialogue between the patients, doctors and staff to improve the quality of service provided and help shape the future policies of the practice.
- Set up and maintain a Patient Reference Group (PRG)
- Be involved in the construction, mailing and analysis of PRG surveys
- Act as a 'safety valve' for dealing with issues and complaints about the practice – representing patients but also helping them to understand the practice's point of view.
- Help with patient clinics from time to time – e.g. flu vaccinations / BP clinics.
- Help with organising Patient Health Events to promote good health and preventive medicine.
- Fundraising for medical equipment or other facilities to improve the practice.
- Maintain the patient library
- Liaise with other Patient Participation Groups to monitor and influence healthcare locally and nationally.

Members

Membership of the Patient Participation Group is open to all registered patients of Raleigh Surgery.

Committee

The Patient Participation Group shall be governed by a committee comprising not less than six and no more than ten patient volunteers and the Practice Manager. The Practice Partners will be ex-officio members of the committee. A chairman, secretary and treasurer shall be elected from the patient volunteers at the Annual General

Meeting. The committee will meet bimonthly and will be quorate if two officers, the Practice Manager or representative, and three patient volunteers are present.

Attendance at Meetings

Failure to attend three consecutive meetings without due reason shall render membership of the committee void.

Annual General Meeting

This will be held not later than the 30th October and will be open to all patients. The meeting will be advertised as widely as practicable at least 3 weeks before this date. The following will be considered:

- (i) an annual report from the Committee, a financial statement and such other information as the Committee deem desirable.

- (ii) the election of the Officers and Committee for the following year.

Review

The Terms of Reference shall be reviewed annually.