

The Crouch Oak Family Practice Patient Participation Group

Terms of Reference

1. Title

The Group shall be called The Crouch Oak Family Practice Patient Participation Group.

2. Purpose – The purpose of the Group is to:

- a. Provide a forum for patients where they will have the opportunity to collaborate with, and support the Practice.
- b. Provide a patient perspective to the Practice.
- c. Enable, where appropriate, patients to influence local health care services.
- d. Represent the collective views of The Crouch Oak Family Practice at the CCG Stakeholder meetings.

3. Objectives – The Group will:

- a. Support realistic, practical and sustainable improvements in the service provided for patients.
- b. Assist in the maintenance of good relations and communications between the Practice, the local community and other relevant bodies on behalf of the patients.
- c. Explore suggestions and ideas identified by members of the Group and patients, and report any valid findings to the Practice.
- d. Provide feedback to the Practice on current procedures and any proposed new developments.
- e. Encourage health education activities within the Practice and the community.
- f. Organise and facilitate a Patient survey once a year, formulate and make available a report of survey findings and make recommendations of its findings to the Practice
- g. Review, evaluate and report on its effectiveness at least once a year.

4. Membership:

Internal or external persons may be co-opted to attend at the request of the Chairperson on behalf of the Group to provide information, advice and assistance where required.

The core Group will be comprised of the following members:

- a. Registered patients of The Crouch Oak Family Practice. The Practice will endeavour to ensure that its members reflect the Practice population.
- b. A GP representative
- c. The Practice Manager
- d. An Administrator

Membership of the Group shall lapse without notice upon non-attendance at 3 consecutive meetings.

5. Chairperson

The Chairperson will:

- a. Be a member of the Patient Group, elected by that Group, and serve for a period of 2 years after which re-election will be possible with no limit on number of terms served.
- b. Appoint a Group member to act in his/her place when absent.
- c. Hold the casting vote in all matters that require a ballot or vote by show of hands.

6. Secretary

The meeting Secretary will be a member of the Patient Group, elected by that Group, and serve for a period of 2 years after which re-election will be possible with no limit on number of terms served and will:

- a. Prepare and distribute the Agenda, ten days before a Meeting, ensuring all the necessary documents requiring discussion are attached.
- b. Take notes of the proceedings, prepare and distribute Minutes of the meeting within one calendar month after the Meeting.
- c. Ensure that the minutes are made available for public viewing on the website.

7. Quorum

To be considered quorate there must be 4 patient representatives present and one Practice member in attendance.

8. Frequency of meetings

The Group will meet at least three times a year. Additional meetings may be convened with the agreement of the Chair of the Group.

9. Accountability and Reporting Arrangements

The Group will refer matters by exception and as appropriate to the Practice Governance Committee. The Chair of the Group will provide an annual review report summarising the Group's activities.

10. Review

The Terms of Reference will be reviewed annually from the date of approval or more frequently as circumstances so require.

Date Agreed: 1 December 2017

Review Date: TBA