



Hollyns

HEALTH & WELLBEING

PATIENT GROUP

TERMS OF REFERENCE

Aims of the PG

- To contribute to the continuous improvement of services
- To foster improved communications between the practice and its patients
- To support the practice in the promotion of health issues
- To provide practical support and help to implement change
- To help shape decisions about new and available services
- To provide feedback on patients' needs, concerns and interests
- To work closely with professionals on key issues
- To liaise with other Patient Groups in the area
- To set realistic objectives
- To assess whether objectives are being met

Objectives of the PG

1. To identify specific areas for consideration and draw up an Action Plan for each area. Each Action Plan should include information about time scales; number of meetings, resources required and desired outcomes. The aim should be to look at one complex or two simple areas every six months.
2. To set up specialist Working Groups and invite patients or professionals with particular experience if the areas for consideration are outside the experience of the group. Each Working Group should have a similar structure and time scales to objective number 1.
3. To feedback outcomes of PG activities to patients and practice staff. This can be through meeting minutes, a six monthly newsletter and bi-annual reports being made available in the Practice and on the Practice website.

4. To review progress of the PG on an annual basis and make any necessary changes.

Membership

All members of the Group must be registered patients or professionals of Hollyns Health & Wellbeing

Roles of Members

The Chairperson will be a patient and be elected annually by the Group members and will serve for one year, after which re-election is possible. The Chairperson will have the responsibility for drafting the agendas for meetings, running the meetings and following up issues arising from the meetings.

The Secretary, who will be a member of the Practice, will take minutes of the Group meetings and assist the Chairperson in the administration of the Group.

Meetings

The venue of meetings will be held at either Allerton or Clayton site. Each agenda will include the discussion and agreement of the date and time of the next meeting.

Refreshments will be provided by the Practice.

Papers will arrive no less than one week before the meeting date.

Code of Conduct

1. Group members should treat others within the PG with equality, respect, trust and consideration at all times, whether they are service users or members of the Practice.
2. Group members should challenge behaviour by other PG members which is discriminatory, unfair, or undermines the aims and objectives of the Group.
3. Group members must not breach confidentiality of any contacts, other PG members or of sensitive information they may have access to as a member of the Group. This includes patients' medical information. The principles of confidentiality and data protection must always be considered when taking issues outside the PG.

4. Group members should not contact any section of the media. Any contact with the media should be through the Chairperson, with the knowledge and agreement of the Practice partners.
5. All Group members should take collective responsibility for decisions made by the Group, even though this may conflict with their own personal view.
6. If at any time Group members feel that they have a conflict of interest with the subject matter, they should declare this and this should be recorded in the minutes.
7. The Group is not to be used for personal issues and complaints either from members of the Group or other patients. The Practice Complaints procedure should be used for this purpose.
8. Group proceedings should be transparent and minutes of all meetings should be available in the waiting room of the Practices.
9. If a member of the PG fails to abide by the Code of Conduct, they may be asked to leave the Group. If they wish to challenge the decision, this should be referred to the Practice for a decision.