Appendix 5

**The Grange, Greenview and Kinsley Medical Centres**

**Patient Reference Group Terms of Reference**

1. **Introduction**

The key role of the group is to bring together patients, doctors and members of the practice team to work in partnership, in order to promote the wellbeing of patients and support the practice in providing a high quality of care and service delivery.

1. **Membership**

Appointment to the group will be considered and approved by existing members.

1. **Facilitating The Meetings**

Facilitators will be used on a roaming basis to be agreed at three monthly intervals, depending on the member’s willingness/ability to take on the role, or until someone agrees to do it on a more permanent basis. A Note Taker will act under the same terms.

1. **Arrangements For The Conduct of Business**

* A quorum for the PRG constitutes a minimum of 4 representatives. This must include the Facilitator and the Note Taker and also include 1 other staff member from the practice team.
* The PRG will normally be expected to meet 10 times a year with options of additional extraordinary meetings or sub groups to address specific issues.
* Members are expected to commit to attend as many meetings as possible. Membership may be reviewed for non-attendance at 6 consecutive meetings.
* It would be useful if group members read all information before meetings in preparation for any questions/issues they wish to raise.
* Members should be willing where possible to undertake tasks relating to group activities but must not volunteer other members for these tasks especially in their absence.
* Members must not speak when another person is speaking, challenge politely and be respectful of others’ opinions.
* Turn off mobile phones or switch to silent mode.
* Members must stick to their own areas of expertise when commenting on issues concerning disability, medical conditions, service provision etc.
* Members should stick to the agenda and meetings should aim to last a maximum of 2 hours and refrain from discussing individual people/concerns.
* Members must respect confidentiality. Sometimes we must decide not to write things down or tell other people what we have heard.
* Bad mannered/rude behaviour will not be tolerated. Members can be asked to leave the meeting if this occurs.
* Members should send apologies if not attending a meeting.
* Members can send agenda items to raise issues if desired.

1. **Roles And Functions**

* Provide feedback on patients’ needs concerns and interests.
* Feedback information from the general community which may affect healthcare.
* Act as a planning tool to enable consultation on service development and provision.
* Give patients a voice in the organisation of their care.
* Give feedback to NHS Trusts on consultations.
* Liaise with other Patient Reference Groups.
* Will not act as a forum for discussion of personal or health related complaints against the practice.

1. **Relationships And Reporting**

* Notes of the meeting will be forwarded to the Practice Manager to check and forward to members.
* Practice Manager/GP or representative are invited to attend all PRG meetings

1. **PRG Network**

It is proposed to have representation on this group [quarterly meetings].

1. **Clinical Commissioning Group**

It is proposed to have PRG representation on this group [details to be finalised].

1. **Review of Terms Of Reference**

The terms of reference will be reviewed annually.

Date:

Approved by:

Designation: