

Park Medical Centre

PATIENT GROUP MEMBERSHIP & TERMS OF REFERENCE

PURPOSE

The purpose of the Patient Group is to establish a system of communication with registered patients in the Practice so that their views and concerns are fed back. We also aim for our patients and PG members to have a better understanding and knowledge of the Practice, its staff and its viewpoint.

STRUCTURE

The structure is comprised of a Patient Group, with communication between the group and the Practice via Meetings, an online forum at <https://20536.intradoc247.cloud> and also via secure NHS email with Kay Partridge (Management Support at Park Medical Centre) kay.partridge@nhs.net

THE KEY POINTS

- The group will aim to represent the diversity of our practice population;
- Create and improve two-way communication between patients, the Practice and the community it serves;
- To bring a sense of partnership between Practice and patients;
- Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services;
- Provide constructive feedback on patient and community needs, concerns and interests;
- Support the Practice in good health promotions, preventative medicine and health literacy.
- Collect patient opinions and experiences to help the Practice to evaluate its services.
- Communicate to the Practice community and/or the wider community information about the Practice;
- The practice does not expect membership of the group to take up too much of our members' time, unless members choose to give more;
- Contact details of its members will be kept safely and securely, and will only be used for this purpose;
- Membership of the group will have no impact on your medical care, in any way;
- Members can choose to leave the group whenever they wish.

PATIENT PARTICIPATION IS:

Patients working with a practice to:

- Contribute to the continuous improvement of services;
- Foster improved communication between the practice and its patients;
- To make sure that the patient voice is listened to and not necessarily always to be the voice itself;
- Help patients to take more responsibility for their health; and
- Provide practical support and help to implement change.
- PGs can develop to influence the wider NHS, most notably the decisions that are made on behalf of patients about the services that are to be available to them.

PATIENT PARTICIPATION IS NOT:

A forum for complaints

- Clear ground rules are declared to ensure that PG members do not use this PG as a vehicle to resolve their own personal issues and/or complaints.

A doctors' fan club

- In order to be valuable, PGs must have the confidence to challenge the practice in line with the critical friend model.

Park Medical Centre

A time-consuming activity for practice staff

- Some effort is required to get VPG going but thereafter they should be self-organising and patient led and will often undertake activities that save the practice time.

REVIEW

The terms of reference for both groups will be reviewed on an annual basis or if the NHS requires change to be made to the regulations.

RULES OF MEMBERSHIP

1. You must be a registered patient of Park Medical Centre to be a member of the PG.
2. Complaints and personal issues will not be addressed. If you have a complaint, please submit via our published process.
3. Meetings can be held face to face, supported by discussions held within the online forum;
4. We will all be flexible, listen, ask for help and support each other;
5. We will demonstrate a commitment to delivering results, as a group;
6. Recommendations for improvements to the Practice and/or services should be discussed and agreed within the PG before presenting to the Practice for comment. Suggestions will not be considered by the Practice until agreement has been reached;
7. The PG will nominate one or two representatives who will liaise with the Practice on suggestions and recommendations; i.e. a Chairperson and Secretary on a rolling one year basis
8. All views are valid and will be listened to;
9. The ground rules of the PG may change from time to time at the discretion of the Practice;
10. IMPORTANT – Please note that no medical information or questions will be responded to.

I, , confirm my acceptance of the points and rules, as outlined above, and acknowledge that, if I do not abide to these terms of reference, my membership of the Park Medical Centre PG may be withdrawn.

Signed	
Dated	