

**Central Healthcare Patient Group**

**Terms of Reference as at May 2019**

**Aims of the group**

Central Healthcare Patient Group aims to promote effective communication between the patients and the practice in order to contribute to the continuous improvement of services.

**Membership of the Group**

- Membership of the group is available to patients permanently registered at the practice or their carers / representatives who may not themselves be registered at the practice
- All registered patients are welcome to join the group by completing a joining form (available in Reception areas, and online on the Practice Website)
- Membership of the group is automatically terminated when registration at the practice ceases.
- The group will endeavour to ensure that membership reflects the diversity of the practice population

**Chair of the group**

The Chair of the Group will be a patient group member who is elected by the members. The position of Chair will be reviewed annually.

**Objectives**

The Patient Group will:

- Act as an advisory group by communicating perspectives and concerns from patients that can influence how services operate, and how accessible and suitable they are for patients
- Advise the practice on how to improve communications with patients in the most beneficial way
- Act as a critical friend to the Practice
- Agree a rolling programme of objectives in the form of a plan which is reviewed and updated with progress against each objective at every meeting
- Invite members with specific skills or areas of interest to participate and /or advise in the completion of the plan objectives and their implementation.

- Review the results of patient surveys and assist the practice to improve upon any areas of concern
- Provide representation at the Scarborough and Ryedale Clinical Commissioning Group Patient Representative meetings
- Promote good health and self – care by encouraging and supporting such campaigns within the practice

### **Meetings**

- The Group will meet at least four times per year
- There will be two afternoon meetings commencing at 1.30pm and two evening meetings commencing at 7.00pm to allow everyone a chance to attend a meeting
- Each meeting will last no more than ninety minutes in duration
- Members will be notified of the meeting and venue at least a month in advance
- The meetings should not be used to air personal grievances or issues which should be addressed using the Central Healthcare complaints procedure.
- Views and opinions of members expressed at meetings will be respected and considered confidential unless permission has been given to share them.
- Agenda items will be invited prior to the meeting and the meeting will be restricted to discussion of only these items
- Minutes will be distributed after each meeting and also made available of the Practice's website

*These Terms of Reference will be reviewed annually.*