

Stainland Road Medical Centre

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www.stainlandroadmedicalcentre.co.uk



Dr EL Hammond Dr S Martin Dr LL Fairbairn Dr F Azam Dr S Asfand-E-Yar Dr E Heap Dr M Sowden

Patient Reference Group – Terms of Reference November 2014

Aims

- Support and promote the work and aims of the practice.
- Strengthen the relationship between the practice and its patients

Objectives

- To assist the practice in continuing to improve its provision of healthcare, whilst ensuring that patients are at the heart of decision making.
- Provide a patients perspective on practice services
- Use information gathered from patients to discuss problems and potential improvements within the practice
- Provide representation to other groups as and when required.

Membership

- Membership is open to any patient registered at the practice
- Virtual membership option to be made available to those who cannot attend the meetings and wish to be members

Meetings

- Meetings will be chaired by the practice manager
- The practice manager will formulate the agenda and send request for agenda items to all group members
- Health Forum and Practice feedback to be regular agenda items
- 2 meetings each year will be pre-arranged and further meetings will be arranged on an ad-hoc basis
- Practice manager will have responsibility for organising further meeting dates
- Meeting dates will be advertised to all patients using the website and the waiting room
- All communication will be sent via email unless alternative arrangements have been made with practice manager
- Meetings will generally be held on a Monday at 7pm at Stainland Road Medical Centre

Information Sharing

- All meeting minutes will be displayed on the website and in the waiting room
- In between meetings all information will be shared via email.
- All members to acknowledge receipt of emails

Review Date

This document will be reviewed by the group annually in November.

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