

Westgate Surgery

Patient Reference Group

Housekeeping and Terms of Reference
May 2013

House Keeping

1. The group meets at least four times a year.
2. The group ideally has at least 3 patients present.
3. The Practice Manager will take notes of meetings, which will be agreed at the subsequent meeting.
4. Items for agenda will where possible be requested two weeks prior to meeting.
5. Minutes will be shared at Partners meetings & staff meetings where appropriate and will
6. Minutes will be placed on the practice website following approval for all patients to see.
7. The group will be chaired by ???

Terms of Reference

1. To provide patients feedback or perspective when the practice is developing new services or reviewing existing services or care delivery.
2. To consider how best to consult with the wider practice population on issues, pertinent to specific groups for their views, e.g. children and young people, older people, people with disabilities, etc.
3. To enable a conversation between patients and the practice so that a balance can be achieved where there might be conflicting aims and expectations.
4. For patients to raise awareness of gaps in service and support the practice by suggesting improvements.
5. To provide a forum for sharing trends in complaints with patients and to agree with them ideas for resolution.
6. To provide a mechanism for patients to offer the practice comments on what is working well so that the practice can use this information to build on and extend these areas.

7. To encourage involvement in health promotion and educational activities that would improve patients health needs and understanding.
8. To support and work with other agencies or groups to improve NHS health services for the population registered at Westgate Surgery and Thanet as a whole. A member of the Westgate Patient group will join the Thanet CCG Patient and Stake Holder Reference group