**Westgate Surgery**

**Patient Group**

**Terms of Reference**

**1. Aims of the Group**

* To represent the views of patients regarding the services provided by the practice as a whole.
* To provide the patient perspective when the practice is reviewing services or developing new services.
* To allow communication and promote cooperation between the practice, patients and the wider health community for the mutual benefit of all.
* To raise awareness of potential gaps in service and work with the practice to enable improvements.
* To enable the practice to share information about complaint trends and to discuss ideas to resolve issues raised.
* To allow patients to feedback to the practice areas that are working well and are held in high regard and to build on and extend them.
* To work with the practice staff to improve the overall patient experience.
* To work with and support NHS and Local Authorities or other groups and voluntary organisations to improve services for the registered population and the wider Thanet population
* To promote the health and wellbeing of practice patients

**2. Membership**

* Membership will be open to all registered patients and all staff at the practice.
* The group will be chaired by a patient representative.
* Meetings, both in person or virtual, should ideally have at least 3 patients present and 1 member of practice staff.

**3. Committee**

* The groups activities will be organised by a committee of volunteer patients and invited members.
* The committee will be chaired by a patient representative chosen by the patient members of the committee.
* The Chair will be supported by a Vice Chair
* The term of office will be 2 years.
* The group will aim to meet in person 6 times a year, if possible, but no less than 4 times a year.
* There will be a virtual sub group of the committee to enable registered patients who are unable to attend meetings to be involved in the activities of the Patient Group.

**4. Communication**

* Agenda items will be requested at least 2 weeks prior to meeting.
* Minutes will be taken at meetings and circulated by email to group members. They will also be published on the Patient Group section of the practice web site.
* Minutes of virtual meetings and other subgroup meetings will be circulated by email to group members and published on the Patient Group section of the practice web site
* Minutes will be shared with doctors and practice staff at internal meetings.
* The Patient Group and Practice will collaborate and produce general patient information periodically throughout the year which will be available within the practice premises and published on the practice web site.
* The Patient Group to produce an annual report to inform other patients as to what the Practice and the Patient Group have achieved in the previous year.

**5. Review**

* The Terms of Reference will be reviewed biennially. Next review will be August 2024