

Holland Park Surgery

Patient Representative Group

Terms of Reference

1. Title of the Group

The Group shall be called THE PATIENT REPRESENTATIVE GROUP (PRG) of the HOLLAND PARK SURGERY (hereinafter referred to as 'the Group').

2. Purpose of the Group

The purpose of the Group is to give a voice to patients of Holland Park Surgery (the Practice) and to promote co-operation between the Practice and Patients to the mutual benefit of both.

3. Membership of the Group

Membership of the Group shall be open and free to all registered Patients and staff of the Practice.

4. Activities of the Group

- 4.1. Provide feedback on Practice decision-making and act as a forum for consultation on service development and provision;
- 4.2. Provide feedback on patients' needs, concerns and interests.
- 4.3. Serve as a 'safety valve' for dealing with grumbles and complaints about the Practice – representing patients but also helping them to understand the Practice's viewpoint.
- 4.4. Give patients a voice in the organisation of their care;
- 4.5. The Group will advise the Practice on the education needs of the community by encouraging and supporting activities within the Practice and promoting preventative medicine and healthy lifestyle choices;
- 4.6. Communicate information about the wider community which may affect healthcare;
- 4.7. The Group will represent patients at the Practice in seeking to Influence the provision of secondary healthcare and social care locally;
- 4.8. Give feedback to NHS trusts, commissioning bodies etc. on consultations.

5. Meetings of the Group

- 5.1. The PRG will endeavour to meet no fewer than four times a year, and will, in addition, normally hold an Open Meeting to coincide with the Annual General Meeting in May each year.
- 5.2. No less than 1 months' notice shall be given for meetings, and agendas and supporting papers will be made available a minimum of 1 week before the meeting date.
- 5.3. Notices of meetings, reports on meetings and information about the Group's activities will be displayed on the PRG notice boards in the surgery waiting room and on the surgery website.
- 5.4. The AGM and other meetings of the Group will be chaired by the Committee Chair or the Deputy Chair.

6. Organisation of the Group

- 6.1. The Group's activities will be organised by a Committee of volunteers.
- 6.2. The Committee will be composed of a Chair, Deputy Chair, Secretary and Treasurer, and between four and six members, to be agreed at the AGM. Other members will be co-opted as required.

- 6.3. There shall be a maximum of 15 committee members at any one time and its quorum will be seven Committee members including practice representation.
- 6.4. At the AGM the Committee will elect a Chair, Deputy Chair and a Secretary and may appoint other officers if they wish to do so.
- 6.5. Administrative assistance will be provided through the Practice.
- 6.6. The Committee Chair will liaise with the Practice Prior to making any proposed communications with third party organisations.
- 6.7. The point of contact for the Group will be the Practice Manager, who will involve the Partners and other members of staff when necessary.
- 6.8. There will normally be a senior representative from the Practice at all PRG Committee meetings.

7. Meetings Ground Rules

- 7.1. Meetings of the Group and the Committee are not forums for individual complaints or single issues;
- 7.2. The Group advocates open and honest communication between individuals;
- 7.3. The Group will be flexible, listen, ask for help and support each other;
- 7.4. The Group will demonstrate a commitment for delivering results, as a group;
- 7.5. All views are valid and will be listened to, but must be put through the Chair;
- 7.6. The Group will respect one another and behave accordingly – anyone who behaves rudely or tries to bully other members will be ejected from the Group;
- 7.7. No phones or other disruptions permitted; where possible.
- 7.8. Formal minutes of each Committee and Group meeting will be kept and published. The names of all members (attendee's and non-attendee's) will be included on the printed and published paperwork.
- 7.9. Meetings will start and finish on time and stick to the agenda and last no longer than 1 hour.

8. Declarations of Interest

- 8.1. As a body representing the public, all members will be expected to abide by the Nolan Principles set out at the end of these Terms of Reference. All members of the Committee shall be required to record their healthcare and other related interests in a register of members' interests and to declare at each meeting any interest which may conflict with matters being discussed. For the avoidance of doubt, an interest is a connection, direct or indirect, financial or non-financial with another body or organisation such as it may be presumed to influence the behaviours and opinions of the individual.

9. Agreement of Terms of Reference

- 9.1. Terms of Reference may be amended by the mutual agreement of the PRG and the Practice.