

## **Patient Viewpoint Group Terms of Reference**

### **Introduction**

The key role of this group is to bring together the views of the patients, clinicians and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

### **Membership**

Membership of the group is open to any willing patient of the practice and will either take the form of a Virtual Member or in the case of no access to the internet surveys/ correspondence will be posted out in a paper format.

### **Meetings**

Meetings will be 'virtual' and will take the form of surveys, or in the case of no internet access will be mailed to the participating member. Some 'face to face' meetings will be held to pursue specific pieces of work on an ad hoc basis. The group will be involved in deciding the agenda if a face to face meeting is decided as necessary, although the group is not the correct forum to address individual issues.

The results of the surveys will be fed back in the appropriate format to participating members of the group and anonymised results will be published to a wider audience on our practice website.

### **Frequency of Surveys**

There will be no more than 4 surveys a year.

Face to face meetings may be held following the feedback from the surveys on bespoke pieces of work.

### **Arrangements for the Conduct of Business**

All group members must be willing to participate in 75% of surveys within a 12 month period

Some information from the group should be treated as confidential and respected as being so

All face to face meetings should be conducted with respect to all the assembled members

### **Role and Function**

To be consulted as a planning tool on service development and provision

To provide patient feedback on needs, concerns and issues

Feedback from the community in general which may affect healthcare

Give patients a voice in the organisation of their care

Give feedback on NHS Trust consultations

Liaise with other Patients Participation Groups in the area

Will not act as a forum for discussion of personal or health related complaints against the Practice

### **Relationships and Reporting**

The Practice Administrator will feed back the survey results to the group by various methods including email, the practice website and posters in the waiting room.

The Practice Administrator will convene face to face groups as deemed necessary from the results of the surveys

The Practice Administrator will feed patient views back into the practice via Practice Meetings

### **GP Commissioning Group**

It is proposed that a member of the Group will be invited to an annual meeting attended by representative of the GP Commissioning Board to discuss the progress of the practice and ways we can improve and develop our service.

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