

## **University Medical Group Terms of Reference**

### **Aims / Purpose**

- To promote good relations between the practice and patients by communicating patients' experiences, interests and concerns and by providing feedback to the practice on current procedures and proposed new developments.
- To offer opinions in a constructive manner and to put forward ideas on behalf of patients.
- To improve the provision of health care.
- To improve communication between surgery, patients and the wider community about matters concerning the surgery and health in general.
- To provide assistance in development of new services.
- To explore ideas and areas for improvement or change identified from patient feedback.
- To encourage a spirit of self help and support amongst patients to improve their health and social care.
- To be consulted on service development within the surgery, or wider secondary healthcare services.
- To evaluate and review the effectiveness of the PPG not less than once a year.
- These Terms of Reference may be reviewed according to emerging needs.

### **Membership**

- Membership is open to all registered patients aged 16 or over and their carers (who may be registered elsewhere).
- Members should be there to support the group, the practice and the local population, rather than to pursue their own personal agenda.
- Membership should aim to be representative demography of the practice population.
- Meetings will be led by GP Partner with administrative support from the Office Manager and input from the membership.

### **Reporting**

- The group's meetings will be minuted with action points.
- The minutes will record topics discussed and opinions voiced and will be summarised in a brief professional manner.
- The nominated practice representative will act as the point of liaison within the practice.
- Minutes will be made available to the wider practice population via the practice website or at reception if a paper copy is required.

### **Meetings**

- Meetings will be held at least twice a year.
- An agenda and any meeting papers will be sent to all members in a suitable format for them at least five working days before each meeting date.
- All members can contribute agenda items. Agenda planning before the meeting will be managed and finalised by the practice representative.

### **Our Values**

- We will work together with practice staff and patients:
  - In open and constructive discussion, hearing and absorbing different viewpoints
  - With integrity and even-handedness
  - Being inclusive and valuing diversity of age, gender, background, family and physical capacity
  - With full transparency
  - With respect and dignity.