

Marazion Surgery



Terms of Reference of the Patient Participation Group

Title of the Group:

- The Group shall be called Marazion Surgery Patient Participation Group (hereinafter referred to as 'the Group').

Purpose of the Group:

- The purpose of the Group is to give a voice to patients of Marazion Surgery and to promote co-operation between the Practice and patients to the mutual benefit of both.
- The Group will enable, where appropriate, patients to influence local health care services.

Membership of the Group:

- Membership of the Group shall be open and free to all registered patients and staff of the Practice.
- If a member is unable to attend a meeting they should offer their apologies ahead of the meeting.
- If a member is disruptive or uncooperative within the Group, they may be asked to resign by the Chairperson after consultation with the Group.

Objectives of the Group:

- Provide feedback on patients' needs, concerns and interests, and assist in the assessment of community medical needs
- Review patient feedback annually as part of a Practice-led local patient survey
- Contribute to Practice decision-making and act as a forum for consultation on service development and provision
- Represent patients at the Practice in seeking to influence local provision of health and social care.
- Support the Practice in its dealings with other bodies.

Meetings of the Group:

- Dr N Walden will be the Chairman of the Group.
- Administrative support for the Group will be provided by the Practice.
- At least four weeks notice of the date of meetings will be provided.
- The Agenda and related documents will be circulated by Email at least one week prior to the meeting.
- Meetings will be held approximately every three to four months.
- Notices of meetings, Minutes of meetings and information about the Group will be displayed on the notice board in the Practice and on the Practice website.
- Members will agree to treat items discussed as confidential as appropriate.
- Ground rules of the Group will be adhered to:
 - The Group is not a forum for individual complaints and single issue concerns
 - We advocate open and honest communication and challenge between individuals
 - We will be flexible, listen, ask for help and support each other.
 - We will demonstrate a commitment to delivering results, as a Group
 - Silence indicates agreement – speak up, but always go through the Chair
 - All views are valid and will be listened to
 - No phones or other disruptions
 - We will start and finish on time, and stick to the Agenda

June 2012