

LONGTON HEALTH CENTRE

Patient Reference Group

Title

The Group shall be called the Longton Health Centre Patient Reference Group

Membership

The Group consists of a cross section of patients who are users of the services from their differing backgrounds and whose input will help shape the present and future ongoing needs of patients of the Practice.

The Practice will also be represented on the Group.

Members will reflect the Practice profile and social environment of the area.

Membership is open to patients of the Practice and the Patient Reference Group and Practice alike will endeavour to ensure that all attempts have been made to involve different sections of the Practice population.

The Group will comprise a combination of virtual and face to face members to ensure that the views of a range of patients ages and abilities can be sought and obtained where possible.

Aims

To promote cooperation between the Practice and patients and to develop a process of communication for our mutual benefit

Objectives

- To provide a forum for engagement between the Practice and patients regarding the range and quality of services provided by and through the practice and future commissioning.
- To develop patient surveys, as required, to identify priorities and issues; to discuss the findings of such services; and, to identify and determine any proposed changes in service provision through an agreed action plan.
- To encourage involvement from patients in health promotion and educational activities to support the Practice in developing preventative medicine and lifestyle choices.
- To ensure that patients are aware of the establishment of the Group and a report in the form of a newsletter, minutes of meetings on the practice website or other means, on the activities of the Group is published and made available.
- To appoint a representative to attend meetings of the Preston & South Ribble Primary Care Network patient forum and to consult with the Patient Reference Group as necessary and report on its activities.

Rules of Procedure

- The Patient Reference Group shall appoint a Chairman and Vice Chairman on an annual basis if volunteers come forward
- Details of the Group will be available to patients of the Practice and patients advised as to how to communicate with the Group
- The Group is not a forum for individual complaints - all complaints should be addressed to the Practice Complaints Manager or through the formal NHS complaints procedure.
- All communications with the Practice shall relate to business of the Group. "Spam" or "Circular" emails should not be forwarded to members of the Group or the Practice
- The Group will ideally meet Quarterly and will publish an account of its activities

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- Wherever possible items for the Agenda shall be sought prior to the meeting and the Agenda issued 3 working days prior to the meeting
- Members should declare any pecuniary interests they may have in relation to items under discussion
- Where members are entitled to make decisions, such decisions will be through consensus normally by a show of hands. In the event of an equality the Chairman will have a casting vote.
- That issues of confidentiality are respected, and information governance requirements are met.

Review

The above arrangements will be reviewed with agreement of the Group but at least on an annual basis