



Linden Medical Group - Patient Involvement Group

Terms of Reference - December 2009

Aims of the Group

- An opportunity for Patient and GP and Practice staff representatives to meet and discuss topics of mutual interest.
- An additional means of listening to and communicating with Patients and demonstrating active involvement i.e. survey findings.
- A means by which Patients can make positive suggestions about the Practice and the health care of Patients.
- To provide a forum for Patients and the Practice to exchange ideas and information on the services provided by the Practice and its day-to-day organisation.
- To provide a sounding board for the Practice to share information about planned changes or service improvements and developments.
- A mechanism for the Practice to increase Patients understanding of processes and Practice procedures.

The group cannot demand any action; it can however make suggestions and request that they are submitted to the Partners for consideration. It is not a complaints forum.

Membership:

The Practice Manager, Peter Billingham will attend all meetings whenever possible.

A Core Group for each meeting will consist of a minimum of 3 Patients, 1 GP and 1 member of the non-clinical Practice staff.

All members of the Practice team will be eligible to participate and attend meetings; invitations to relevant members of staff will be made as dictated by the agenda items.

Other participants may be invited to attend meetings at the discretion of the Core Group, i.e. representatives of voluntary organisations or other Healthcare bodies.

Meetings

The group will meet approximately every three months, normally between 1 and 2 p.m. at the Linden Medical Centre. Additional meetings may be held to discuss particular issues, or where a follow up is required. At the discretion of the Practice, where there are few or no items for the agenda, or where a core group cannot be assembled, a meeting may be cancelled. Notes from the meetings and any actions agreed will be recorded and may be published by the Practice.

Agenda items

The Practice will have matters that it wishes to discuss with the group, however it is envisaged that members will wish to raise issues, concerns and ideas of their own. These should be communicated to the Practice in advance of the meeting in order that sufficient time can be allocated at the next meeting, as well as ensuring that relevant practice representatives are available to attend.

Confidentiality

The Practice will be unable to respond at this Group to any individual complaints or discussions concerning medical conditions or other confidential matters. However it would be expected that Patients and others would wish to draw upon their own experiences of their interaction with the Practice as a reference for discussions and to give a Patients perspective to topics raised.

Summaries/notes of meetings will be produced and these may be made available to the wider Patient population, via a newsletter, notice boards or other media. The Group will decide whether there are matters which should not be included within the notes.

The names of Group members and others attending are, unless requested otherwise, included within the summaries.

The provisions of the Data Protection Act 1998 and the Freedom of Information Act 2000 will apply to all dealings of the Patient Involvement Group.

Members contact details will only be made available to other members in accordance with a signed agreement to that effect.

PAB
Dec 09