Chelford PRG

Chelford Surgery Patient Representative Group

Chairman: A. G. Biggs, c/o Chelford Surgery, Elmstead Rd, Cheshire. SK11 9BS

**TERMS OF REFERENCE**

**Name**

The Group shall be called the Chelford Patient Reference Group.

**Purpose**

The purpose of the Group is to engage with patients and use their views and their own views to improve healthcare services at the Chelford surgery. The Group will, from time to time, consider the most appropriate methods of engaging with the patients and the local community in the practice area.

**Aims**

Service Improvement

The primary aim of the Group is to propose improvements in the overall patient experience (diagnosis & treatment) at Chelford Surgery and provide the best quality service at every contact point. This will be done through a process of consultation to establish requirements and concerns, prioritization and implementation of agreed measures.

Communications

Members of the Group should act as a communication channel between the Surgery and the patients/community in order to help patients use facilities to the best advantage and the Surgery to implement polices influenced by representative views. The Group may from time to time conduct surveys in conjunction with the Surgery and will periodically consider the most appropriate method of communication and patients/community. Clearly, the Group will not receive information about individual clinical concerns.

Community Needs

The Group should have a role in assisting in assessment of community needs to help the Surgery improve its services.

Health Education

The Group should advise the Surgery of health education needs in the community in order for the Surgery to provide appropriate and useful community health education sessions. The Group will periodically review the most appropriate method of obtaining this information.

Clinical Commissioning Group (CCG)

The Group will ensure it is kept informed, by the Surgery, of the general practice policies on behalf of the patients. The Surgery will give appropriate consideration to the Group’s opinions and forward to the CCG where appropriate.

Representation

The Group will represent the views of patients as relevant local and national committees and meetings.

**Activities**

The activities of the Group will include but are not restricted to:

* Meeting at least four times a year
* Engaging with patients and gathering information through surveys and a variety of other means
* Reviewing and prioritizing information gathered
* Discussing activities to be addressed and defining a proposed course of action to be agreed with the Surgery
* Assist, as appropriate, in planning with the Surgery agreed projects to address areas of concern
* Taking part in implementing and delivering service improvement projects
* Communicating activities and progress using a variety of media, to patients in the practice area.
* Promoting health and health education in conjunction with the Surgery
* Carry out any other suitable patient- oriented tasks at the request of the practice.
* Consider best practice by liaising with other PRG’s and Health Voice as appropriate
* Represent the local community at the CCG and national and feedback information

**Membership**

* The Group shall consist of no more than fifteen patients of the practice and should reflect a cross section of the patient body subject to a suitable venue being available.
* It may be desirable on occasions for a small group, based on experience or subject knowledge, to consider policy or analysis of options before forwarding their recommendations to the full group for approval
* All members must respect the confidentiality of the practice

**Meetings**

* Meetings will be held at least four times per year, normally at the Surgery
* The Group will elect, annually, a Chair, Vice Chair and a Secretary at the September meeting.
* Meetings will normally involve a representative of the Surgery.

The above terms of reference were approved at the PRG meeting held on Wednesday 10 September 2014 (Minute 7).

The above (as amended) terms of reference were approved at the meeting of the PRG meeting held on Wednesday 30 January 2019 (Minute 7).