



Selsey Medical Practice Patient Group Terms of Reference April 2021

The name of the group shall be the **Selsey Medical Practice Patient Group (“the Group”)**.

The Group will remain separately identified and distinct from the Friends of Selsey Medical Centre.

Purpose:

The Group will;

- Promote the benefits of the patients of the Practice without discrimination or prejudice.
- Where appropriate work with the Practice in the development and implementation of new services and changes to services.
- Feedback on patient issues excepting personal complaints or grievances which will be dealt with separately under the practices complaints procedures.

Objectives:

- Encourage a positive link and relationship between patients and /or carers and all the practice staff.
- Provide a voice for patients, especially those with specific needs.
- Be realistic about what can be achieved and look for small changes that can make a real difference and contribute to improvement of service.
- Work constructively and positively to help identify needs and solutions and to work in partnership with the practice and other local related organisations.
- Conduct surveys and research to establish what matters to patients; analyse and discuss findings with the practice; participate in action planning, and thereby catalyse improvement.
- Encourage patients to engage in their own healthcare through the medium of dissemination via leaflets, newsletters, bulletins, web-pages and presentations of information on medical and health-related topics.
- Provide a link for the practice to wider community representative groups and support the practice in its dealings with other bodies.
- Participate in wider patient representative groups, specifically Chichester Alliance of Medical Practices (ChAMP) Primary Care Network (PCN) and any other wider groups as deemed appropriate by the Group.
- Share best practice and good ideas that are picked up from elsewhere which might enhance the wellbeing of patients and staff.
- Give input to practice communications to ensure clear, plain English, for example, practice information leaflets, website content, and so on.
- Provide a sounding board and input for major changes to services.

Governance

The Group has no executive authority or powers over any aspect of Practice administration. It operates wholly by consent among its leadership volunteers and is guided in all its work by its collective judgment of what, in any particular circumstance, is in the better interest of the Practice and Patients.

Membership

- Membership of the Group is open to any adult or student who is a registered patient of Selsey Medical Practice and who declares such an interest.
- The carer of a patient registered with the Practice can be a member of the Group.
- Removal of a patient from the Practice list, for whatever reason, will disqualify them from continued membership of the Group.

The Committee

- The Group will elect up to 12 officers from the members of the Group and they will be known as the Committee. These will include a Chair and a Secretary.
- The Committee will also consist of one or two Practice staff including at least one Doctor and the Practice Manager (PM).
- The Committee may co-opt members from time to time without limit in order to gain access to particular areas of expertise.
- A Chair and Secretary will be elected annually at the scheduled Annual General Meeting from amongst those Committee members willing to stand for these respective roles.
- In the absence of the Chair at any meeting those Committee members who are present shall elect a Chair from among the attendees for the duration of the meeting.
- If a member is unable to attend meetings they should offer their apologies ahead of the meeting. In the absence of any apologies or available explanation any Committee member recorded as not attending 3 consecutive meetings will be deemed to have resigned from the Committee. The resulting vacancy may be offered to another member of the Group.
- Committee members will agree to treat items discussed as confidential where appropriate and all Committee members will sign a Practice confidentiality statement.
- If a Committee member is disruptive or uncooperative within the group, they may be asked to resign by the chairperson after consultation with the group.

Meetings

- The Committee will normally meet every three months, but this period may be varied according to workload.
- Once in each year, no longer than thirteen months from the previous Annual General Meeting, an Annual General Meeting shall be held and all Group members and any other patient of the Practice shall be entitled to attend. The date of this meeting shall be advertised by the Practice in both the premises and on the website not less than 14 days prior to the meeting.
- A quorum will exist at meetings when there are 25% or more Committee members present, subject to a minimum of 2 Committee members being present.
- All questions arising requiring decisions at any Committee meeting shall be decided by a simple majority of those present and entitled to vote. No member shall exercise more than one vote although in the case of an equality of votes, the person chairing the meeting shall have a second or casting vote.
- Only Group members are entitled to vote at an Annual General Meeting.
- Meetings will have an agenda and minutes.
- Minutes of meetings will be available for public viewing on Selsey Medical Practice website.
- The Chair will present a short annual report at the scheduled Annual General Meeting so that details of activity done and proposed can be formally recorded.