

## **Burton Croft Surgery PRG Terms of Reference**

1. Title of the Group: Burton Croft Surgery Patient Reference Group. (PRG)

2. The purpose of the Group is to give a voice to patients of and to promote co-operation between the Practice and Patients to the mutual benefit of both.

3. Membership of the Group shall be open and free to all registered Patients of the Practice.

4. The Group will:

- Contribute to practice decision-making and act as a forum for consultation on service development and provision;
- Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary. This will include reviewing the Practice's patient surveys in order to inform the Group's priorities and work programme;
- Act as a 'safety valve' for dealing with issues at the practice – representing patients but also helping them to understand the practice's viewpoint;
- Communicate information about the wider community which may affect healthcare;
- Give patients a voice in the organisation of their care;
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine;
- Influence the provision of secondary healthcare and social care locally;
- Monitor services, eg hospital discharge and support when back in the community; and
- Give feedback to NHS trusts, commissioning bodies etc. on consultations.

5. Meetings Ground Rules

- Meetings are not forums for individual complaints or single issues;
- The Group advocates open and honest communication and challenge between individuals;
- The Group will be flexible, listen, ask for help and support each other;
- The Group will demonstrate a commitment to delivering results, as a group;
- All views are valid and will be listened to, but must be put through the Chair;
- The Group will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the Group;
- No phones or other disruptions will be permitted;
- Formal minutes of each Committee and Group meeting will be kept and published

- Meetings will start and finish on time and stick to the agenda.

6. As a body representing the public, all members will be expected to abide by the Nolan Principles set out at the end of these Terms of Reference. All members of the Committee shall be required to record their healthcare and other related interests in a register of members' interests and to declare at each meeting any interest which may conflict with matters being discussed. For the avoidance of doubt, an interest is a connection, direct or indirect, financial or non-financial with another body or organisation such as it may be presumed to influence the behaviour and opinions of an individual.