

Hessle Grange Medical Practice
Patient Representative Group
(HGMP PRG)

***Terms
of
Reference***

HGMP PRG

The Group shall be called the PATIENT REPRESENTATIVE GROUP (HGMP PRG) of the Hesse Grange Medical Practice, and can if agreed be affiliated to the National Association for Patient Participation.

Aims of the Group

The aims of the group are to:

- Promote co-operation between the practice and patients;
- Organise and develop a local “survey” with patient input;
- Understand issues affecting patients;
- Developing action plans that address patient issues;

Ground rules of the Group

There shall be the following ground rules

- This meeting is not a forum for individual complaints and single issues;
- Open and honest communication and challenge between individuals;
- Be flexible, listen, ask for help and support each other;
- Demonstrate a commitment to delivering results, as a group;
- Silence indicates agreement - speak up but always go through the Chair;
- All views are valid and will be listened to;
- No phones or other disruptions;
- Start & finish on time, stick to the agenda.

Membership of the Group

- Members of the group will be for:
- All patients registered within the practice;
- The practice will attempt to engage with a cross section of the practice population that reflects equality in age, sex, ethnicity and demographics
- Co-opted representatives
- Practice representatives

The group will annually elect the following people:

- **Chairperson** - responsible for:
 - Manages and chairs the meetings;
 - Will be a lay member rather than a member of the practice;
 - May represent the practice in wider public and Patient engagement events;
 - Will serve for a maximum term of three years.
- **Secretary** - responsible for:
 - Taking minutes and general admin;
 - This role *may* be undertaken by a member of staff from the practice.
- **Deputy Chair** - responsible for:
Deputising in the absence of the Chair:
This role *may* be undertaken by a member of staff from the practice.
- **Treasurer** - Will be needed to take care of funds and finances [only applies if the PRG intend to participate in fund raising events].

Responsibilities of the Group

Practice

- Provide feedback on patients' needs, concerns and interests whilst helping patients to understand the practice's viewpoint where necessary;
- Communicate information about the community which may affect healthcare;
- Give patients a voice;
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice;
- Providing opportunities for patients to become involved in the commissioning of services across East Riding of Yorkshire;
- Give feedback to NHS trusts on consultations;
- Undertake and analyse key issues for an annual local survey that will be published with the findings and action plans for improvements.
- Create a Patient Representative Group that is representative, equitable, and covers, where possible, all sections of the practice population;

Patients

- Contribute to practice decision-making and will consult on service development and provision;
- Liaise with other PRGs in the area;
- Help support fundraising (optional);
- Challenge the practice constructively whenever necessary;

Meetings of the Group

The Group will:

- Meet a minimum of every three months which will include an annual general meeting
- Meetings can be alternated between evening and daytime to facilitate attendance
- Meetings will not go on for longer than 2 ½ hours (this includes the open and closed meeting)
- Guest speakers will be allocated a minimum 15-20 minute time slot which includes questions and answers
- The meetings will be OPEN for the first hour and the closed for the remainder of the meeting
- The meetings will be advertised throughout the practice

Quoracy, Meeting Attendance and Voting

- For the meeting to be quorate and for voting there must be a minimum attendance of 60% of the PRG

Organisation of the Group

- The Group's activities will be organised by the Committee and invited members;
- The Committee will be composed of a Chair, Deputy Chair, Secretary and Treasurer (optional). Other members will be co-opted as required.
- Administrative assistance will be provided by practice staff

Review date

- Terms of reference will be reviewed every three years.