

Bampton Surgery Patient Reference Group (PRG)
Terms of Reference – Version 1.2 May 2015

1. Aims

- 1.1 To provide a forum for patients where they will have the opportunity to collaborate with and support the surgery, and provide a patient perspective to the practice.
- 1.2 To support the local Clinical Commissioning Group (CCG) duty to engage with patients.
- 1.3 To enable, where appropriate, patients to influence local health care services.
- 1.4 To support real changes at a practice level to improve the standard of care for the community.

2. Objectives

- 2.1 To provide the communication link between the surgery staff and the registered patients.
- 2.2 To shape and undertake cyclical review and improvement projects, focussing on a specific aspect of the service, chosen by the PRG, to try and deliver real changes and improve services to patients.
- 2.3 To shape and undertake patient surveys as part of the cyclical review and improvement, to collate the views of a larger, more representative and diverse sample group of patients.
- 2.4 To review patient feedback as part of surgery led patient surveys.
- 2.5 To ensure that results of patient surveys have an influence on decisions affecting services.
- 2.6 To inform the wider patient population about the work of the PRG and the positive changes made as a result.
- 2.7 To share best practice and good ideas that are picked up from elsewhere which might enhance the wellbeing of patients and staff.
- 2.8 To provide a sounding board and input for changes to services.
- 2.9 To support the surgery in its dealings with other relevant bodies.
- 2.10 To review and agree these terms of reference annually at the first meeting of each year.

3. Membership

- 3.1 The group will consist of up to 25 members who are registered patients of Bampton Surgery plus one 'Link' member of staff, who leads on representing the surgery plus any other members of surgery staff who may attend the meetings as required.
- 3.2 Membership will normally be open to any registered patient of age 16 years and over.
- 3.3 All members' views are to be respected and members agree that even when opinions differ, every individual has the right to have their views heard and to be treated with dignity.
- 3.4 Members agree to allow others the opportunity to have their opinions heard and to avoid talking over people or having multiple simultaneous conversations during the meeting.

- 3.5 The group will aim to ensure equality of access and diverse representation where possible; making every effort to ensure the group contains a reasonable representation of the diversity profile of patients. We recognise diversity in terms of the legally protected characteristics of Age, Disability, Gender, Gender Reassignment, Race, Religion, Sex and Sexual Orientation as well as Pregnancy/Maternity, Marriage & Civil Partnership and Socio-Economic issues. Consideration is given to the different circumstances and needs of patients who may wish to join the group.
- 3.6 The PRG will be promoted in the surgery and on the website. Every effort will be made to actively recruit members and ensure the group remains broadly representative of the practice population.'
- 3.7 A chairperson will be elected from the patient members within the group by a simple majority vote of members present. This will take place at the first meeting held each NHS financial year beginning 1st April. Nominations for Chair should be made in advance of the meeting at which the chair will be elected. An individual may serve up to a maximum of 3 concurrent terms as chair before stepping down for at least a period of one year before being eligible for election again.
- 3.8 The chair will conduct the business of the PRG meetings and in the absence of the chair the surgery link member will conduct the meeting.
- 3.9 The group will also nominate one or more representatives to attend local/regional patient group meetings on behalf of the Bampton PRG in order to share the progress of the group and to record any interesting developments to report back to the group.
- 3.10 A quorum will exist at PRG meetings when there are 5 or more patient members present together plus at least one surgery link member.
- 3.11 Other individuals not normally eligible to be a member may be invited to attend PRG meetings from time to time when their input is considered of particular value.
- 3.12 Members are invited to support the PRG as long as they are happy to do so until a particular group would be over-represented as a consequence of new members wishing to join. Volunteers in the over-represented group would then be invited to retire after a term of three years.
- 3.13 Patients who would like to serve as members of the PRG should let the surgery staff or the chair of the PRG know.
- 3.14 Membership of the PRG is voluntary position and no payments or expenses will be paid to any member.
- 3.15 Members are asked to 'declare an interest' if the PRG are discussing a matter which could potentially create a conflict of interest.
- 3.16 If a member is unable to attend PRG meetings they should offer their apologies to the surgery link or the chair ahead of the meeting. If a member has not been able to attend for one year, and not taken any active part in the PRG, then the other members will review that member's position and perhaps invite resignation or vote on expulsion.
- 3.17 If a member is deliberately disruptive or displays unacceptable behaviour within the group, they may be asked to resign by the chair or the surgery link after consultation with the group.
- 3.18 One surgery link member will normally be present but may be asked to leave the meetings if necessary to enable the patient members of the PRG to discuss certain matters in confidence.

4. Meeting frequency

4.1 The group will normally meet between 3 and 5 times per year as is deemed necessary, with not less than 2 months or more than 5 months between meetings.

5. Minutes and reporting

5.1 Meetings will have an agenda and minutes. Minutes of the meetings will be available for public viewing on the website and the noticeboard in the surgery.

5.2 An annual report will be shared with members at the last meeting of each NHS financial year ending 31st March. This will be published on the website and a copy made available in the Patient Information File in the Waiting Room. It will report on agreed priority areas and actions taken to implement improvement.

5.3 The surgery link member will provide an annual update of practice changes and feedback from patients to inform priorities for improvement.

5.4 Members will agree to treat items discussed as confidential where appropriate.


6. Bampton Surgery Equipment Fund


6.1 The PRG has overall responsibility for Bampton Surgery Equipment Fund to ensure financial probity. The account is discussed at each meeting and any expenditure authorised by the group. There are three signatories to the account. All are patients of Bampton Surgery and at least one must be a member of the PRG.

7. Dissolution

7.1 If it is felt that the group is no longer achieving its aims and objectives or for any other reason it is not practicable for the PRG to continue, the group can agree to dissolve with a majority vote from the membership and a consensus vote from the surgery link member.

These terms of reference were reviewed and agreed at the PRG meeting on 20 May 2015.

Signed: 
PRG Chair

Signed: 
On behalf of Bampton surgery