



Terms of Reference

for Bankfield Surgery Patient Reference Group

Purpose of the group:

The purpose of the group is to strengthen the relationships between the practice and its patients. The aims and objectives of the group are to give the patient a voice and identify any community needs.

Membership:

Membership is open to every patient of Bankfield Surgery; optimum patient representative number is 10.

From the practice perspective there is to be a GP's to be in attendance at every meeting (on rotation), Business Manager, at least two receptionists and another practice members (on rotation).

Roles and Responsibilities:

Roles are available and can be undertaken by any member of the group. The roles are Chair, vice chair, minute taker. Roles should be taken on for a 12 month period and then reviewed.

Meeting:

There are to be three meeting per year, to be held in February, June and October. Any agenda items should be sent to the Business Manager at least one week prior to the meeting. Non-members can be invited to the meeting where appropriate by prior approval of the group. Minutes will be available on the practice website one week after the meeting.

Confidentiality must be maintained on anything discussed at the meeting.

Review:

The Terms of Reference will be reviewed and updated on an annual basis at the June meeting.

Date of Adoption:

12th June 2019

Date of Review:

June 2020