



Terms of Reference for the Patient Reference Group (PRG)

Aim of the Group

To represent the patients of Portland Medical Centre and work with the organisation and evolve services to patients.

Membership

- The PRG is open to all patients, registered at the practice
- The patients that sign up to be part of the PRG must be committed to representing all patients and not the individual needs of the patients within the PRG.
- PRG members must be committed to attending as many meetings as possible.
- The PRG will endeavour to make sure that members reflect the diversity of the practice population.
- Membership will be automatically terminated in the event of that member ceasing to be a patient.

Objectives

The PRG will aim to:

- Facilitate good relations between the Practice and Patients by communicating patient experiences, interests and concerns and providing feedback to the Practice on current procedures and proposed new development.
- Act as an advisory group providing perspectives and concerns from patients that can influence how services operate, how accessible they are and how suitable they are for the patients.
- Advise the practice on how to improve communications with patients in the most beneficial way.
- Advise and act as a consultative group for any changes within the practice.
- Build open two-way communication and co-operation between the Practice and Patients, other individual and organisations in healthcare and the wider community to the mutual benefit of all.
- To review the results of patient surveys and suggest changes where appropriate.

Meetings

- The PRG will meet every quarter and these meetings, dates and times will be set in advance after each meeting.
- Any member of the PRG who is unable to attend a meeting should send their apologies to the Business Manager or Practice Secretary.

- The Business Manager will endeavour to attend all meetings and a GP will attend where practical, to present news of developments within the practice and to respond to issues raised by the PRG.
- Other members of staff and relevant third parties may also be invited to attend.
- Minutes of the meeting will be sent to all members of the PRG.
- Minutes and notices will be published on the Practice website and social media options to ensure maximum coverage.

Surgery Commitment

- Practice representatives will take forward issues and recommendations from the PRG and supply the responses of actions taken as a result.
- Practice representatives will keep the PRG informed of service developments.