

# **Constitution of**

## **The Crown Heights Medical Centre**

### **Patient Participation Group**



## **Committee Terms of Reference**

### **RATIONALE**

Crown Heights Medical Centre, formerly known as Church Grange Surgery, has always prided itself that it offers patients a good service. In order to take that step further the partners have discussed with patients the setting up of a patient participation group.

The role of the group will be:

- To inform decisions about services;
- To support and influence health promotion and illness prevention where possible;
- To provide feedback on existing services;
- To express views on issues;
- To provide lay membership attendance when needed, as a member of the patient participation group

### **MEMBERSHIP**

Membership of the group is open to patients registered with either the main site at Crown Heights or the branch at Lychpit Surgery.

Whilst membership is open to all initially but for the foreseeable future, an executive committee will be formed from the following:

- Up to 10 patients
- A GP
- The Patient Service Manager

- The Practice Manager

## **STRUCTURE OF EXECUTIVE COMMITTEE**

The structure of the group will consist of:

- Chair
- Vice chair
- Secretary

Nominations will be sought annually and for each office and a vote will be taken should there be more than 1 nomination.

## **MEETINGS**

Meetings will be held bi-monthly or as at such time determined by the executive committee and will normally be held in the Board Room at Crown heights Medical Centre.

## **RECORDING**

Minutes will be recorded by the Secretary for every meeting and these will be published on the Crown Heights Medical Centre web site, the NHS UK website, the practice intranet and printed and displayed on notice boards in the waiting area.

At times, when confidential matters are discussed, the minutes will be divided into Part A and Part B. Part A will be produced and placed into the Public domain and Part B will have restricted access.

## **Individual Terms of Reference**

### **INTRODUCTION**

The majority of the membership will be drawn from volunteer patients, however, if the group is to succeed and grow, it is acknowledged that there needs to be ground rules determined which members will be asked to adhere to.

### **EXPECTATIONS FOR MEMBERS TO COMPLY WITH**

All members of the group are expected to:

- Respect and accept other members' contributions even if they conflict with their own;
- Be patient and remember that this group is all inclusive;
- Use clear simple English and avoid using acronyms and jargon;
- Ensure that all members are supported in making a contribution to discussions;

- Listen to all opinions and encourage an informed and challenging discussion, in a constructive and objective manner openly and safely;
- Ensure that all members have an equal voice and that all discussion is welcomed, recognised and valued.

### **CONFIDENTIALITY**

From time to time members of the group may become involved in addressing issues which may be confidential, either to individual patients or to the practice. All members of the group must be persons of integrity in which the public can have confidence and trust.

### **CONFLICT OF INTEREST**

Members must declare any interest that may conflict with their role in the group. If any member is unclear about conflicting interest, they should declare this and seek further guidance.

### **REPRESENTATION**

Members of the group must not claim to represent Crown Heights Medical Centre to the public or the media.