

DRS SHAW, HOPKINSON + WALKER: PATIENT REFERENCE GROUP

TERMS OF REFERENCE

1. INTRODUCTION

The key role of the group is to bring together patients, doctors and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice in providing a high quality of care and service delivery.

2. MEMBERSHIP

Appointments to the group will be considered and approved by existing members.

3. CHAIRING THE MEETINGS

The Chair will be rotated.

In the event of the Chair's absence another group member will be asked to chair the meeting.

4. ARRANGEMENTS FOR THE CONDUCT OF BUSINESS

Quorum

Quorum for the PRG constitutes a minimum of 8 members attending. This must include the Chair, Secretary, ~~Secretary~~ plus 6 others. If minimum attendance is not met, the meeting will be re-scheduled.

Frequency of meetings

The PRG will be expected to meet at least 4 times per year, with the option of additional extraordinary meetings to address specific issues.

Membership requirements

Members are required to 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.

It would be appreciated if members could commit to attending 50% of meetings as a minimum requirement and send apologies if unable to attend.

It would be helpful if members could read any information supplied in advance of a meeting and prepare any questions or issues they wish to raise. All group members will be contacted in advance and invited to raise items to be included in the agenda.

All group members must be willing to undertake work if asked by the PRG e.g. conducting surveys.

If someone can no longer commit to the PRG they must inform a practice representative in writing.

### Ground rules

- Individual complaints/issues are not to be raised in the meeting but should be addressed using the practice procedures e.g. Practice Complaints Procedure.
- Only one person is to speak at a time.
- Members should treat each other with respect even if they do not agree with what is being said. Challenge politely.
- Everyone must respect confidentiality. There may be occasions when items discussed are not recorded.
- The group should try to stick to the agenda.
- Mobile phones should be switched off or on silent mode.
- If a member is bad mannered, they can be asked to leave the meeting.

## 5. ROLE AND FUNCTIONS

To act as a planning tool – can be consulted on service development and provision.

To provide feedback on patients' needs, concerns and interests.

To feed back information from the community in general that may affect healthcare.

To give patients a voice in the organisation of their care.

The group will not act as a forum for discussion of personal or health related complaints against the Practice.

## 6. RELATIONSHIPS AND REPORTING

Minutes of meetings will be forwarded to the practice manager.

Practice manager/GP or other practice representative will be invited to attend all PRG meetings.

**7. REVIEW OF TERMS OF REFERENCE**

**These Terms of Reference will be reviewed annually.**

**Date:** .....

**Approved by:** .....

**Designation:** .....

**Approved by:** .....

**(on behalf of the practice)**

**Designation:** .....

# Role of the Secretary

## What is the role of the Secretary?

Although the role of the Secretary can be very different from group to group the secretary's duties generally cover three main areas:

- Keeping people informed about your group and its activities (e.g. letting people know about the date and time of group meetings)
- Keeping group records (e.g. membership details, meeting notes)
- Being a point of contact for people wanting to get in touch with your group (i.e. the person people write to when they want to contact your group)

**The tasks your group Secretary might be expected to perform can be divided into Meeting Tasks, Membership Tasks and Communication Tasks.**

### 1) Meetings Tasks

#### Before a meeting

- Book the room for the meeting and arrange any refreshments etc.
- Work with the Chair to put together a meeting agenda.
- Let everyone invited to attend the meeting (including group members and guests) know when and where the meeting is to take place and what is to be discussed.
- Make sure any documents (such as copies of the meeting agenda, minutes of previous meeting and any documents that are to be discussed) are distributed well in advance of that meeting.

#### During the meeting

- Make a record of who has attended the meeting.
- Take notes (or minutes) of the meeting. These notes should not try to record everything that has been said at the meeting, but should rather concentrate on recording any decisions made and who is going to do what.

#### After the meeting

- Write or type up the notes of the meeting. (It is a good idea to do this as soon as possible after a meeting, while what was said is still fresh in your mind.)
- Make sure copies of the notes are available for the next meeting.
- File the meeting notes for future reference.

## **2) Membership Tasks**

Deal with membership applications.

Keep group membership records. This can be as simple as a list of the names and addresses of all group members.

## **3) Communication Tasks**

- Keep the group informed about what letters and emails the group has received.
- Write letters on behalf of the group and keep group members informed about what letters have been sent out on the group's behalf.

Some groups choose to split the Secretary's role amongst a number of different people. For example a group may have a Minutes Secretary to deal with meeting tasks, a Membership Secretary to keep membership records and deal with other membership tasks and Correspondence Secretary to deal with group communications such as letters and emails. This is often a good idea as it stops one person being overloaded with work and involves more people in the running of your group.

# Role of the Chair

## What is the role of the Chair?

The main job of the Chair is to manage your group meetings and make sure they run smoothly and fairly. This will make it far easier for your group to make decisions and get things done.

Other parts of the Chair's role can vary greatly depending on their individual personality and experience, for example, part of the Chair's role could be to represent your group at events. It is important that your group as a whole agrees what they expect the Chair to do and select a person to be the Chair who is able to meet those expectations.

It is important to remember that the Chair of your group has no more power than any other member of your group.

## The tasks your Chair might be expected to perform include:

### Before a meeting

It is part of the job of the Chair to help the Secretary put together an agenda for each meeting. It is a good idea for the Chair to:

- Make sure they know about each item to be discussed at the meeting. (For example if a guest speaker is coming to a meeting the Chair should know their name and what they will be speaking about.)
- Work out how much time will be needed to cover each item on the agenda and try not to let the discussion of each item go over that time.
- Decide what result is needed from each item on the agenda. (For example is an item on the agenda there for information only? Or is a decision needed on that particular issue?)

### During the meeting

It is an important part of the Chair's job to make sure meetings run efficiently and fairly. In order to do this the Chair should:

- Stick to the meeting agenda, so that everything that needs to be discussed at the meeting is covered and all decisions are made.
- Always be aware of the time. Make sure the meeting stays on schedule and does not overrun its planned finishing time.
- Always aim to be open-minded, fair and impartial, never letting their own views on a subject, organisation or person affect how they run the meeting.

- Make sure everyone who wants to has an opportunity to speak and play an equal part in any decisions made. No one person, in particular the Chair, should dominate the discussions.
- Keep good order and make sure everyone can hear what other people have to say. (For example ensuring there is only one person speaking at any time.)
- Helping to sort out conflicts and differences of opinion.
- Sum up any important points or decisions as they are made (this helps the person taking the minutes).
- Make sure people have done things they agreed to do at earlier meetings.