

# **Ainsdale Medical Centre**

## *Patient Reference Group*

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### **Roles and Responsibilities**

Chair : **David Waugh**

Deputy Chair: **Vacant**

Practice Clinical Representative : **Dr Stuart Bennett**

Practice Administration Representative : **Paul Ashby**

Minute Secretary : **Mrs Gill Mayren ( Receptionist)**

### **Terms of Reference**

- Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary
- Promote good health by arranging / supporting health awareness events at the Practice
- Communicate information about the community which may affect healthcare to the PRG and wider practice population
- Give patients a voice in the organisation of the care the Practice provides to its patients.
- Promote good health by supporting the GP practice to improve health information provided for patients
- Ensure a representative attends bi-monthly CCG Governing Body meeting in public where possible to represent the views of the PRG and practice patients and feed back to the PRG
- Communicate relevant information regarding the PRG to the wider GP practice population
- Give feedback to NHS trusts on consultations
- Network with other PRGs in the area to help identify and introduce good ideas.

### **Ground Rules**

- We will demonstrate a commitment to delivering results as a group
- All views are valid and will be listened to.
- We will respect each other's opinions even though they may differ from our own.
- We will endeavour to start and finish on time and stick to the agenda.
- We will publish minutes of the meetings on our patient website usually within 7 days.
- Any discussions that take place that are not included in the minutes should remain confidential.
- We will turn our mobile phones onto silent for the duration of the meeting.