

Patient Group Terms of Reference

Background

The Blackdown Practice Patient Participation Group was originally established following the development of a Client Focused Evaluations Program by the National Primary Care Research and Development Centre. This program encouraged Practices to improve their services by asking patients for their views via patient questionnaires and then reviewing these results both within the Practice and also with a small group of patients. The Blackdown Patient Participation Group has evolved over time to consider other issues within the practice, for example patient complaints. Membership of the Group includes patients who are able to truthfully and constructively talk about the services provided at the Blackdown Practice, and who offer practical suggestions on how services can be improved and developed.

Membership can include patients who may not want to attend formal meetings but who wish to participate in discussions regarding services over e-mail or through written correspondence as part of a wider 'virtual' Group.

Aims of the Group:

- Involve patients in reviewing the range and quality of services provided to patients in order to improve such services and, at a later stage, the services commissioned by the Practice or local Commissioning Consortia;
- To help educate patients in obtaining satisfaction from the many services provided by the surgery;
- To help provide and publish information on the full range of services provided by the surgery and associated services;
- Proactively engage patients and seek views on priorities through the development and use of a local Practice survey;
- Publish the outcomes of engagement and views of patients on the Practice website;
- To review the outcomes of the Practice complaints procedure with the aim of reducing incidence of complaints and negative attitudes towards the surgery by establishing the patient concept of "our surgery" not "the doctors' surgery";
- To feedback to any consortia patient groups.

Membership

All members of the patient group are to be invited to indicate whether they would like to attend core group meetings or be a virtual member, commenting on work of the patient group via e-mail. If there were a large number of patients who wished to attend meetings, then elections will be held.

Core Group as at March 2013

Jennie Aish

Karen Button (Chair)

Sarah Dixon

Beverley Drummond

Alice Harding

Jane Kennedy

Roger Lambert
Jennifer Moore
Stuart Murray
Claire Perrott
Alec Smith
Brian Simpson
Barbara Starkiss (Blackdown Support Group)
Staff representative from Churchinford branch surgery - TBC

Meetings

The core group will meet twice a year at Hemyock. There will be one additional meeting each year held at Churchinford and Dunkeswell as a general information sharing and fact-finding/feedback exercise.