



Lawrence House
1 Belgrave Crescent
Scarborough
YO11 1UB

Contact Number: 01723 360835

Haxby Scarborough Patient Group

Terms of Reference updated January 10th 2024*

Aims of the group

Haxby Scarborough Patient Group aims to promote effective communication between the patients and the practice in order to contribute to the continuous improvement of services.

Membership of the Group

- Membership of the group is available to patients permanently registered at the practice or their carers / representatives who may not themselves be registered at the practice.
- All registered patients are welcome to join the group by completing a joining form (available in Reception areas, and when/if possible, online on the Practice Website)
- Membership of the group is automatically terminated when registration at the practice ceases.
- The group will endeavour to ensure that membership reflects the diversity of the practice population.

Chair of the group

The Chair of the Group will be a patient group member who is elected by the members. The position of Chair will be reviewed annually.

Objectives

The Patient Group will:

- Act as an advisory group by communicating perspectives and concerns from patients that can influence how services operate, and how accessible and suitable they are for patients.
- Advise the practice on how to improve communications with patients in the most beneficial way.
- Act as a critical friend to the Practice
- Agree a rolling programme of objectives in the form of a plan which is reviewed and updated with progress against each objective at every meeting.
- Invite members with specific skills or areas of interest to participate &/or advise in the completion of the plan objectives and their implementation.
- Review the results of patient surveys and assist the practice to improve upon any areas of concern.
- Provide representation at the North Yorkshire Patient Partner Network Meetings of the Humber and North Yorkshire Integrated Care Board.
- Promote good health and self – care by encouraging and supporting such campaigns within the Practice.

Meetings

- The Group will meet at least seven times per year at approx. 6 weekly intervals.
- Meetings will be arranged to allow everyone an opportunity to attend a meeting.
- The group values Practice representation at our meetings but understand that this may not always be possible, and absence of a Practice representative would not debar this patient-led group from meeting and feeding back the results of our discussions to the practice.
- Each meeting will last no more than ninety minutes in duration.
- Members will be notified of the meeting and venue at least a month in advance.
- The meetings should not be used to air personal grievances or issues which should be addressed using the complaints procedure.
- Views and opinions of members expressed at meetings will be respected and considered confidential unless permission has been given to share them.
- Agenda items will be invited prior to the meeting and the meeting will be restricted to discussion of only these items.
- Minutes will be distributed after each meeting and will be available to members on request. If and when possible, they will be also made available on the Practice's website.

These Terms of Reference will be reviewed annually. Agreed January 10, 2024