**Pelton and Fellrose Medical Group (PFMG)**

**Patient Reference Group (PRG) Terms of Reference**

**01 April 2019**

**INTRODUCTION**

The changing face of the National Health Service has placed General Practitioners at its helm as the move towards GP Commissioning gathers pace. Patients, carers and members of the public remain at the very heart of these changes with draft legislation and government policy reasserting the value of the patient voice. It is therefore vital healthcare providers and commissioners embrace patients as active partners in the planning, design and review of health services, through the establishment of a Patient Reference Group.

1. **Purpose of the Group**

The purpose of the PFMG patient reference group is to provide an opportunity for patient representatives to influence the delivery of health care services, not only in Pelton and Fellrose Medical Group but in the newly authorised North Durham Clinical Commissioning Group. It will champion patient views by supporting the collation of patient views through the use of an annual survey, discussing the survey findings and agreeing any necessary changes to services. PFMG (through the lead GP who sits on the Council of Members of North Durham CCG and their PM, who attends CCG meetings) will ensure patient views are fed back into NDCCG.

1. **Objectives**

* To champion appropriate and meaningful engagement with patients, carers and members of the public throughout the commissioning process.
* To raise any concerns in regard to patient, carer and public views/experiences of health service
* To ensure North Durham CCG have a clear understanding of the local populations view
* To work with PFMG to improve the patient experience (engaging in the Productive General Practice trial)
* To work with PFMG to engage in customer feedback.

1. **Key Members**

The key members of Pelton and Fellrose Medical Group PRG will normally be:

* Chair – Practice Manager Carole Lee
* Deputy Chair – Assistant Practice Manager Carole Rowland
* GP – Dr A Turner
* PRG members (either by attending meetings or via email or post)

1. **Meetings**

* Meetings will be held 3 times a year (minimum)
* Action notes of meetings will be taken by a group member (usually PFMG member of staff but open to any PRG member if they wish to volunteer. The note taker will be confirmed at the start of each meeting)
* Agenda and papers to be circulated 5 working days in advance.
* Items to be added to the agenda must be sent to the Practice Manager 5 days prior to the meeting.

1. **Code of Conduct**

* No member shall disregard the rule of the Chair, wilfully obstruct business, or behave irregularly, offensively or improperly.
* Members shall respect the opinions of others and behave in an orderly manner, observing the groups ground rules.
* Members shall recognise that all members of the group have an equal role to play in contributing to the workings and discussions of the group.
* Members shall attend meetings regularly and be punctual.
* Items discussed in the group which are confidential should be declared and should not be discussed by any member outside the group.

1. **Review of Terms of Reference**

Terms of reference will be reviewed annually at the first meeting of the financial year.