



# Eastgate Surgery

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## Eastgate Surgery Patient Group (PG) Terms of Reference (TOR)

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The Group shall be called the Eastgate Surgery Patient Group (PG).

### 1. Aims of the Patient Group (PG)

- 1.1 To facilitate good relations between the GP practice (referred to as the 'practice' throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
- 1.2 To work collaboratively and positively with the practice to improve services and facilities for patients.

### 2. PG Structure and Membership

- 2.1 Membership of the PG shall be open to all registered patients. Membership will aim to reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract.
- 2.2 All registered patients of the practice will be invited to become members of the PG. Removal of a patient from the patient list will mean that they will cease to be a member of the PG.
- 2.3 The PG will be non-political and non-sectarian and will at all times respect diversity and exemplify its commitment to the principles contained within the Equality Act (2010) as advised by the practice.
- 2.4 The carer of a patient registered with the practice can accompany a member of the PG even if he or she is not a patient at the practice.

### 3. PG and PG Committee

- 3.1 The PG will hold regular meetings, totalling to 4 per year. These will commence on a weekday afternoon around 13:00pm at Eastgate Surgery board room. The times and dates of these meetings will be organised by the PG chair in conjunction with the practice PG members. All members will be given ample notification of any upcoming meetings, this may be via the PG WhatsApp group or via an email from the surgery.
- 3.2 The PG shall elect one chairperson to manage the PG. The current Interim Chairperson of the PG is David Betterton.

## **4. Virtual PG**

- 4.1 The use of online communication tools, such as Zoom or Microsoft Teams, is an example of how the surgery maintains communication with external organisations. Should a member of the PG be unable to attend a meeting in person, the practice team can provide a link to the member which will enable them to dial in virtually, with due notice.

## **5. Confidentiality**

- 5.1 Confidentiality is a fundamental part of health care. All information held at the Practice about patients, the Practice itself or the staff is confidential, whether verbal, held electronically or hard copy. Members must not under any circumstances disclose patient or practice information to anyone outside the Practice or its PG. All PG members are individually accountable for their own actions, but also should work together as a team, with their elected Chair, to ensure that standards of confidentiality are upheld, and that improper disclosures are avoided. All members of the PG (including the Face-to-Face and Virtual Groups) must be aware of the need to always maintain absolute confidentiality. What is discussed in PG meetings must remain confidential and not discussed anywhere else.

## **6. Code of Conduct**

- 6.1 All PG members must abide by the Code of Conduct shown at Appendix 1.

## **7. Activities of the PG**

- 7.1 As required in the GP Contract 2015/ 16 sections 5.2.1 to 5.2.6, the PG will:
- a) Make reasonable efforts to review its membership in order to ensure that it is representative of the registered patients in the practice.
  - b) Obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
  - c) Review any feedback received about the services delivered by the practice with practice staff and relevant members of the PG with a view to agreeing the improvements (if any) to be made to those services.
  - d) Review changes to services proposed by the practice and where appropriate, express opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
  - e) Provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, also helping patients to understand the practice viewpoint.
  - f) Communicate information which may promote or assist with health or social care.
  - g) Explore overarching ideas and issues identified in patient surveys.
  - h) Maintain a PG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g., via a suggestion box). The PG will, where possible, regularly meet and greet and engage with patients in the waiting area.

- i) Act as a forum for ideas on health promotion and self-care and support activities within the practice to promote healthy lifestyle choices.
- j) Raise patient awareness of the range of services available at the surgery and help patients to access/ use such services more effectively.

**8. Signed agreement**

*NB: To ensure a jointly agreed approach by the practice and PG members, this section should be signed by both parties.*

These Terms of Reference were adopted by Kingsbury Court PG. By signing this TOR, you agree to the terms specified above.

**Chairperson:**

Print name:.....

Signed by: .....

Dated .....

**Surgery Representative:**

Print name:.....

Signed by: .....

Dated .....

## **Appendix 1: PG Code of Conduct**

The PG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PG (including the Virtual PG) make this commitment:

- A.** To respect practice and patient confidentiality at all times.
- B.** To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients.
- C.** To be open, flexible and to listen and support each other.
- D.** To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
- E.** Not to use the PG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F.** To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G.** Otherwise to abide by principles of good meeting practice, for example:
  - 1.** Reading papers in advance
  - 2.** Arriving on time
  - 3.** Switching mobile phones to silent
  - 4.** Allowing others to speak and be heard/ respected.