



A 'terms of reference' or 'TOR' simply outlines why a group is meeting. It ensures there are clear guidelines so that the group can function properly

1. Name of the group

These are the terms of reference for the Fountain Medical Centre Patient Reference Group/Virtual Panel.

2. Purpose

The patient reference group has been set up to give the practice and its patients an opportunity to work together to develop the practice.

The group will enable patients and carers to comment on and influence:

- the development of patient literature including the quarterly patient newsletter;
- the quality and range of services offered;
- the development of new or extended services;
- standards of care at the practice;
- consultations with the wider practice population

3. Roles and responsibilities

The patient reference group should represent the wider community by offering advice and information to the practice, enabling them to:

- provide services which meet the needs of the practice population;
- develop new services which meet the needs of the practice population;
- promote the health and wellbeing of the local community;
- provide services which are accessible by all;
- communicate effectively with their patients;
- provide services of a high quality, and;
- engage with the practice population before making significant changes.

The practice is not obliged to act on recommendations or proposals from the patient group. The practice does, however, commit to consider and respond to all recommendations and proposals, as appropriate.

4. Membership

The membership of the group will be made up of practice staff, patients and carers. Membership will be reviewed on an annual basis.

The Chair of the group is: **Rotation of group members (who are happy to volunteer) or a Fountain Medical Centre member of staff**

The minute taker of the group is: **Karen Greenhough**

5. Frequency of the Group meetings / Virtual Panel contact

The *group* will meet four times a year.


The *Virtual Panel* members will be contacted at least four times a year.

6. Reporting

Minutes will be taken at each meeting and shared with all members of the group. The minutes will also be made available to the wider practice population via the practice website.

Agendas and papers will be sent to members seven days prior to the meeting.

Approved on: **1st March 2016 (By the Practice & PRG members)** **Review date: March 2017**

Signed:  Date: ...**2nd March 2016**...
Karen Jones, Practice Manager