

MONIFIETH MEDICAL PRACTICE PATIENT ADVISORY GROUP TERMS OF REFERENCE

1. Introduction

General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients' views and experiences.

The key role of the Group is to bring together patients, doctors and members of the medical practice team; working in cooperation in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

2. Purpose of this document

The purpose of this document is to set out the scope of the Patient Advisory Group and provide guidance on how the Group will function.

3. Title of the Group

The Group shall be called the Monifieth Medical Practice, Patient Advisory Group.

4. Role and Remit

The Patient Advisory Group will:

- a. act as a channel of communication between the medical practice and its registered patients
- b. provide patients with a voice in the organisation of their care by promoting the patients' perspective
- c. provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary
- d. enable patients to access and make the best use of available health care
- e. contribute to practice decision-making and be consulted on service development and provision
- f. work within the **Terms of Reference** and the following ground rules:

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- All members are equally important and all opinions are to be respected
- Discrimination on any grounds will not be tolerated
- It is not a platform for pursuing personal cases, for which mechanisms already exist within the medical practice

5. Membership

- a. The membership of the Patient Advisory Group will include:
 - Patient representatives
 - Representatives from the medical practice team
 - Patient membership will be open to anyone over the age of 16 years of age who is registered with the medical practice up to a maximum of fifteen members, including three office bearers; Chairperson, Secretary and Treasurer
- b. Efforts will be made, as far as possible, given the voluntary nature of the Group to ensure that its membership reflects the medical practice population
- c. The Group will elect a chairperson on an annual basis. The Chairperson will be a patient of the practice. The maximum tenure of office for chairperson will be three consecutive years and they will not normally be eligible for re-election for three years following this tenure period. Nominations for a chairperson must have a proposer and a seconder
- d. Further individuals, who are not ordinarily members of the Group, may be co-opted for specific issues/topics as required
- e. Management of the Group will be by the Officers, namely the Chairperson, Secretary and the Treasurer. Any decisions taken on this basis shall be reported to the next meeting of the Group
- f. Members are volunteers and as such will not be paid by the Practice

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- g.** The practice will nominate its representatives, who will attend the meeting in an advisory capacity and without voting rights. Should the nominated practice representatives be unable to attend, they should make arrangements for another suitable practice member to attend in their stead
- h.** A member may be voted off the Patient Advisory Group by a majority of those present

6. Communications

Communication of activities and progress of the Group to the wider patient community will be done regularly through the medical practice newsletter, website and noticeboard although other methods may be used as agreed by the Group e.g. social media.

No external communications will be sent out by any member before first having approval of the Group.

7. Meetings

- a.** Meetings will be held on a two monthly basis unless otherwise agreed. This will be reviewed over time and amended as required. The next meeting date will be confirmed on each note of meeting
- b.** Meetings will be held at the Monifieth Medical Practice unless otherwise agreed by the Group
- c.** Each meeting will have an agenda. The agenda and relevant papers to be distributed to all Patient Advisory Group members seven days before the meeting
- d.** Administrative support will be provided by the Group
- e.** The Annual General Meeting (AGM) will be held in May each year or within three months of the end of the financial year
- f.** An Action Note will be taken of each meeting
- g.** Members have an obligation to declare any vested interest in any agenda item(s) at the beginning of the meeting and must leave the room during a vote on any such item

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h. All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside a meeting

8. Quorum and Decision-Making

a. The meeting will be quorate when 5 or more patient members of the Group are in attendance. (including the elected officers)

b. The Patient Advisory Group will aim whenever possible to reach decision by consensus. Where this is not possible the view held by the majority of those present will be the view that is agreed and taken forward by the Group. Group members present at the meeting shall be entitled to one vote

c. The Practice representatives must take any PAG decision impacting on the business, services or staffing to the Practice for consideration before a final decision can be reached

9. Review

The Terms of Reference document may be altered by a resolution passed at a meeting by a majority of at least two thirds of the Group, 21 days' notice having been given of the proposed alteration.

14 December 2020