

**16<sup>th</sup> March 2017**

## **Constitution and Term of Reference for Hollies Medical Centre Hollies Patient Forum\***

**Date for Review: March 2018**

\*(The name Patient Participation Group was replaced with Hollies Patient Forum in 2016)

### **A. Membership**

1. HPF is a voluntary group of patients which meets regularly with Practice representatives, to seek to achieve the below objectives.

### **B. Purpose/Aims**

1. The purpose of the HPF is:
  - a) to contribute to the improved running of the Practice, for the benefit of its patients and staff;
  - b) to ensure that patient perspectives are presented to the Practice, with a view to them being taken into account by the Practice, in its decision-making regarding the range and quality of services that it provides/commissions.

### **C. Terms of Reference**

- To receive all relevant information from the Practice and to contribute to the Practice's decision making process in regard to the provision and development of services offered by the Practice.
- To discuss relevant problems/ issues which arise in the Practice and in the local community.
- To assist the Practice in producing action plans arising from patient surveys.
- To communicate information received, concerning patients' needs, concerns and interests, to the Practice and to any other relevant bodies.
- To provide input to publications proposed by the Practice, to ensure clear, plain language presentation for the benefit of patients, as may be deemed necessary.
- To monitor the HPF section of the Hollies website and convey comments to the Practice Manager via the HPF Chair.

- To provide a forum enabling the exchange of information on medical and health issues, to promote health education and, where appropriate, to influence local health-care issues.
- To influence the provision of local secondary health and social care, and act as patient representatives when appropriate.
- To co-operate with the Practice in seeking to ensure that membership of HPF represents, as far as is achievable, a cross-section of the Practice's patients, as to age, gender, social and ethnic background and ability.
- Promote patients' use of the most appropriate NHS service if/when they become ill or are injured. That will help to ensure best use is made of the Practice's resources.
- To form sub groups of HPF members when appropriate to carry out specific tasks, as agreed at quarterly meetings.
- To communicate periodically with members of the Virtual PPG via The Practice Manager, seeking their opinion on specific issues.
- To review this 'Constitution and Terms of Reference', at least annually.

#### **D. Meetings**

1. Business meetings of HPF will be arranged to take place at least quarterly and usually will be held at the Practice's premises.
2. At the meeting when this (or a modified) form of 'Constitution and Terms of Reference' is first adopted, the meeting will also approve the appointments of the Chairperson, Deputy Chairperson and Secretary of HPF. All appointments will be for one year, but appointees will be eligible for re-appointment.

Chairperson: Mike Loughlin.

Deputy Chairperson: Ernest Shoobridge.

Secretary: Patrick Harding.

3. A Partner of the Practice and the Practice Manager will attend each meeting. If the Practice Manager is prevented from attending any meeting, she will endeavour to nominate a replacement to attend instead.
4. A meeting will be quorate when at least 5 members, excluding Practice-staff attendees, are present.
5. If the Chairperson is absent from any meeting, the Deputy Chairperson will assume the position for the meeting. If both are absent the members present will elect a temporary Chairperson to assume the position for that meeting only.
6. If the Secretary is prevented from attending a meeting, the members present will seek a replacement from those present, who will act as secretary for that meeting only.

7. Members should make every effort to attend meetings on a regular basis. A member (but not a new member who has not attended previously) who cannot attend a meeting should submit their apology to the Secretary or Chairperson in advance of the meeting.
8. If a member fails to attend 3 consecutive meetings, without having given prior notification, HPF will be entitled to regard this as that member's resignation, but will communicate with the member first.
9. All Practice staff will be entitled to attend meetings.
10. The agenda of each meeting will be issued by the Chairperson (or in absence Deputy Chairperson), at least 10 days before the meeting, by email, post, or whatever other means might be agreed with the individuals concerned, its contents having been pre-agreed by the Chairperson of the HPF.
11. Items for inclusion in an agenda of a meeting should be submitted to the Chairperson at least 10 days before the meeting, in order that they can be included in the agenda of the meeting and enable its timely issue.
12. At the end of each meeting, the Chairperson will summarise any action points that have been agreed, and will remind the member/s responsible for taking those actions.
13. The Secretary will be responsible for taking minutes of meetings and for arranging issue of them via the Chair, by email, post, or whatever other means might be agreed with individuals and for dealing with any correspondence, unless otherwise agreed. The Secretary should aim to produce minutes and arrange for them to be issued within 10 days following a meeting.
14. All attendees should conduct themselves in a courteous and professional manner at meetings. Any member who is disruptive, or is not co-operative, may be asked to leave by the Chairperson, after consultation with the members present.
15. A member should seek to address a meeting via the 'Chair', to ensure that meetings are disciplined and that any less confident members are not inhibited from speaking.
16. Members will treat items discussed as confidential, where appropriate.