**The Hollies Patient Forum**

**Constitution and Terms of Reference**

**Hollies Patient Forum**

The Hollies Patient Forum (HPF) is the name of the Patient Participation Group (PPG) which has been formed to represent patients at the Hollies Medical Centre (HMC). The HPF is affiliated to the National Association for Patient Participation (NAPP). HPF comprises an e-Group and a Steering Group.

**Purpose**

The purpose of the HPF is to:

* Encourage the development of a stronger relationship between the HMC and patients by sharing information and ideas on the delivery of local health services.
* To provide the means to enable patients and carers to voice their views, concerns and aspirations on the delivery and development of the services provided at the HMC.

**Membership**

The HPF is a voluntary group and all patients registered at the Hollies Medical Centre are entitled to apply to join. Membership takes two forms:

* A Steering Group, not exceeding 14 members, (excluding HMC staff) co-ordinates the work of the HPF and raises patient issues and concerns directly with the HMC medical staff and Practice Manager.
* An e-Group, which participates in the work of the HPF by means of e- mail communication.

**Patient representation**

The HPF will regularly monitor its membership to encourage participation by a wide range of patients using services provided at HMC and take steps to redress any gaps or imbalances identified.

**Role of HPF**

The HPF will ensure that patient experiences and aspirations are presented to the HMC so that they are taken into account when decisions are made on the services provided or commissioned. The HPF will:

* Conduct occasional patient surveys to gather views on the services provided by the HMC. The results will be shared with the HMC to determine how they will be carried forward.
* Work in partnership with the HMC to promote patient awareness of specific health issues and access to appropriate forms of treatment.
* Support the HMC in making patients aware of proposed changes affecting the delivery of health services.
* Draw up, in agreement with the HMC, priority tasks for the HPF to help implement the HMC’s future plans and aspirations for development of the services offered.
* Promote communication, co-operation and learning with other Patient Participation Groups, especially those in the Porter Valley Primary Care Network (PCN).
* Provide the patient perspective to influence local commissioning decisions and planning priorities for primary care services.

**HPF Steering Group Meetings**

* The Steering Group will meet every 2 months either face to face, or by Zoom.
* The purpose of these meetings is to discuss issues arising from patient feedback and to give the patient perspective on developments and proposals in health services.
* A partner of the HMC and the Practice Manager will attend each meeting when possible and other HMC staff may attend by agreement with the Chair.
* The Steering Group may appoint Working Groups to carry out specific tasks

**Appointments**

The Steering Group will appoint a Chair, Vice-Chair and Secretary. All appointments are for one year but appointees will be eligible for re-appointment.

**Communications**

* The HPF will disseminate information to patients through a combination of e-mail, HPF newsletter, the notice boards, and the HPF page of the Hollies website.
* Patients can contact the HPF Steering Group by using the HPF e-mail address to make observations or suggestions.
* However, individual complaints, with consent from the patient, will be referred to the Practice Manager.

**Confidentiality**

All members of the HPF are expected to safeguard any confidential information disclosed to them as a result of their membership of HPF. GDPR (General Data Protection Regulations) will be adhered to.

**Conduct of HPF Steering Group Meetings**

* The Chair will draw up an agenda for each meeting. Members of the Steering Group and e-Group will be asked to put forward items for inclusion two weeks before the meeting.
* The agenda and supporting papers should be sent out to members at least five days before meetings.
* The Secretary will be responsible for taking notes of meetings and send them in draft to the Chair who will approve them and arrange for their distribution.
* A meeting will be quorate when at least five members of the Steering Group are present; This does not include HMC staff attendees. A member of the Steering Group who cannot attend the meeting should notify the Chair in advance.
* A member of the Steering Group who fails to attend three consecutive meetings should be contacted by the Chair to establish the position regarding their continued membership.
* If the Chair is absent from a meeting, the Vice Chair will take on that role. The absence of both or the Secretary will be dealt with by ad hoc arrangements at the time.

**Review of Constitution**

The HPF will review and revise as necessary the Constitution and Terms of Reference at least every two years.

**July 2023** (to be reviewed July 2025)