Dawley Medical Practice Patient Forum

**Terms of Reference**

**The Patient Forum**

The group shall be called the Patient Forum of the Dawley Medical Practice,Telford

The Patient Forum exists to promote co-operation between the patients and staff of Dawley Medical Practice, the Shropshire,Telford & Wrekin Integrated care Board (ICB) – NHS Shropshire, Telford & Wrekin for the benefit of all parties.

The Patient Forum is not a forum for the discussion of personal medical issues, however, when appropriate, it will act objectively to identify any common problems or patterns for group discussion. Personal issues should be directed to the Practice Manager for further action (see Code of Conduct).

Membership of the Dawley Medical Practice Patient Forum is open to any patient expressing an interest in becoming a member, subject to the group having a maximum of 20 registered members. Quorum for meetings shall be 6 members including the Chair and or Vice Chair. No final group decision/vote will be taken in the event of an inquorate meeting

In the first instance the Patient Forum shall have a Chair and Vice Chair elected by the members every 2 years. If the need arises for further officers, (Treasurer, Secretary etc.),these posts will be filled by nomination and election by the membership.

To facilitate operational efficiency of the Patient Forum there will be a Patient Forum Operations Group made up of the Chairperson/Vice Chair and other volunteer members. These members will, where possible, represent the demographics of the patient body of the Dawley Medical Practice.

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The **Patient Forum** willmeet every 2-3 months as required, alternating between a lunchtime (12.00 – 14.30hrs) and early evening (17.30 – 19.30hrs) meeting. Extraordinary meetings may be called with at least 7days notice by the Chair and/or Practice Manager if and when required. If any emergency issue requires Patient Forum input and needs urgent discussion/action the Chair and/or Vice Chair will have the delegated power to make a decision on behalf of the membership of the Patient Forum.

Advance notice of all the Patient Forum meetings will be published on the Patient Forum notice board in the main Reception Waiting Room, followed by the minutes 7 working days after each meeting. Meeting dates and meeting minutes will also be published on the Dawley Medical Practice website: www.dawleymedicalpractice.co.uk

The Practice Manager or representative will attend all meetings. Whenever possible one of the Practice partners and/or another appropriate member of the clinical staff will also attend meetings if required to address any medical issue raised. A member of the Practice administrative staff will attend meetings as Minute Taker whenever possible.

The core values that underpin the work of the Patient Forum are:

•Accountability.

Everything done by the PF should be able to stand the test of  
scrutiny by the patients and the public.

•Integrity.

Must be the hallmark of all personal conduct between members of the  
Patient Forum,

•Openness.

There should always be sufficient openness in Patient Forum activities to  
promote confidence in the Patient Forum by the Practice, its patients and the public.

# **Activities of the Patient Forum**

# **To**

* act as a critical friend and liaise between patients and staff of Dawley Medical Practice.
* investigate reasons for patient satisfaction and dissatisfaction
* serve as a safety valve for dealing with grumbles and complaints about the Practice, representing patients but also helping them understand the practice point of view and listen to and forward justified patient comments and concerns through the relevant channels at the Practice.
* assist the Practice team in drawing up patient surveys and assist in distributing surveys to and conducting surveys with patients attending the surgery
* hold a regular Patient Forum ‘surgery/helpdesk’ at the Practice
* identify and liaise with a wide variety of Dawley Medical Practice user groups
* research, become aware of and share information on local and national health issues which are relevant to the patients and staff of Dawley Medical Practice
* support Dawley Medical Practice staff
* develop the role and activities of the Patient Forum in order to enhance the patient experience.
* initiate and/or participate in fund raising activities for the benefit of the Practice and its patients
* hold an AGM

# **Code of Conduct**

Members are expected to discharge their roles in accordance with the Patients’ Association‘s recommended code of conduct for patients’ meetings and declare any conflicts of interest or any potential conflict of interest which might be in conflict with an individual member’s participation in discussions of specific issues.

The Patient Forum is expected to carry out its business in accordance with any national guidance on good governing practice

No discussion related to an individual member’s medical treatment or grievance will be entered into at Patient Forum meetings as this will fall outside the remit of the Patient Forum. Personal medical issues/grievances should be directed in the first instance to the Practice Manager in writing and/or by telephone. matters should, in the first instance and where appropriate. be directed to the Practice Manager of

Members considered to be bringing the reputation of Dawley Medical Practice or the Patient Forum into disrepute will be asked to leave the Patient Forum.

Each member of the Patient Forum will be asked to sign their agreement to the current Terms of Reference and its Code of Conduct.

I will:

* Treat others within the Patient Forum with equality, respect, trust and consideration  
  at all times
* Listen to and respect the views of all members of the Patient Group.
* Appreciate that behaviour which is discriminatory, unfair or undermines the aims  
  and objectives of the group will be challenged.
* Maintain absolute confidentiality at all times in matters relating to information  
  gained as a member of the Patient Forum about the business of the surgery,  
  or its patients, or the contact details of other members. No information to be  
  divulged outside the group unless officially agreed by the group.
* Make no approach to, or respond to any query by the media or any other member of  
  the public, without prior discussion and/or approval of the Chair of the Patient Forum or the Practice Manager.

• If asked to represent the group at any external meetings or events, give the  
collective, agreed, view only of the Patient Forum. If wishing to give a personal  
opinion, make clear that this is a personal view and may not necessarily be the view  
of the Patient Forum.

•Accept that the Patient Forum will not pursue personal health issues

Signature: Print name:

Date:

Agreed: Date:

Terms of Reference and Code of Conduct to be reviewed every 2 years, or earlier if circumstances require.