

**LITTLE LONDON SURGERY**

**PATIENT REFERENCE GROUP - TERMS OF REFERENCE**

1. **Title of the Group**

The Group shall be called

LITTLE LONDON SURGERY PATIENT REFERENCE GROUP.

2. **Aims of the Group**

Little London Surgery Patient Reference Group (PRG) is intended to: act as a

critical friend, advising on the patient perspective of service quality and

responsiveness; encourage greater patient involvement and responsibility for their

own health; organize health promotion events to raise patient awareness of health

issues; seek the views of patients and foster good communications between the

Surgery and work to improve where possible patient services.

3. **Membership of the Group**

Membership of the PRG shall be open and free to all registered Patients and staff

of the Practice.

4. **Activities of the Group**

The PRG will actively seek to:

4.1 Review internal performance information, (i.e. Internal Practice audits,

Complaints, CQC reports, etc.).

4.2 Obtain and review representative external feedback on the quality of the

services provided, (i.e. Friends &FamilyTest, GP Patient Experience Survey, etc.).

4.3 Discuss issues and expectations from the patients’ point of view.

4.4 Develop and agree with the practice action plans to improve services and

monitor progress.

4.5 Seek to develop a representative PRG and involve patients in making

suggestions to improve the services provided.

4.6 Encourage health promotion to improve patient knowledge and support

patients in taking greater responsibility for their own and their family’s health.

4.7 Ensure ongoing and effective feedback and communication with patients

4.8 Liaise with Walsall CCG patient participation group and other appropriate

patient networks to represent practice patient’s feedback/views to influence

local provision of health and social care.

5. **Meetings of the Group**

5.1 The PRG will endeavour to meet no fewer than three times a year.

5.2 Notice of meetings, minutes of meetings and information about the PRG’s

activities will be displayed in the surgery waiting

room and on the website.

5.3 PRG Members will be notified of meetings by email or by post.

5.4 An annual report will be published on the Practice website’s PRG page.

6. **Organisation of the Group**

6.1 The PRG’s activities will be organised by the prg coordinators Jodie and Gayna in consultation with the PRG members.

6.2 Administrative assistance will be provided by staff at the Practice.