

TERMS OF REFERENCE: MILTON ABBAS & MILBORNE ST ANDREW PRACTICE PRG

Name: The name of the group is Patient Voice.

Aim: To provide a channel of communication between patients, practice partners and staff to help develop and build on the quality of healthcare services.

Objectives: To represent the diversity of the patient population, to provide patient feedback, and to work with the practice to ensure effective communications with patients.

Membership: Membership is open and free to all registered patients of the practice who seek to further the aims of the group.

Meetings: There will be at least four meetings a year one of which will take the form of an Annual General Meeting (“AGM”). Meetings are open to all members. The partners, Practice Manager and other staff may participate in meetings but are not eligible to vote.

Ground Rules: Patient confidentiality will be respected at all times.

Open discussion and honest communication are encouraged between all present at a meeting. Items of a specific medical or personal nature will not be responded to. This meeting is not for individual complaints and single issues.

Members are equally important and all opinions should be respected.

Discrimination of any nature will not be tolerated.

Costs: Incidental costs incurred by the Group in carrying out its activities shall be covered by the Practice provided that prior agreement has been sought of the Practice Manager.

Amendment: These Terms of Reference can only be amended by a resolution passed at the AGM or at a general meeting of which 6 weeks’ notice has been given to all members.

Written: 6 January 2022

Approved: 16 March 2022

Review: Annually