**Title**

The Group shall be called the Longton Health Centre Patient Reference Group

**Membership**

The Group consists of a cross section of patients who are users of the services from their differing backgrounds and whose input will help shape the present and future needs of patients of the Practice. The Practice will also be represented on the Group.

Members will reflect the Practice profile and social environment of the area.

Membership is open to patients of the Practice and the Business Director will hold evidence that attempts have been made to involve different sections of the Practice population.

The Group will comprise a combination of virtual and face to face members to ensure that the views of a range of patients ,ages and abilities can be sought and obtained.

**Aims**

To promote cooperation between the Practice and patients and to develop a process of communication for our mutual benefit

**Objectives**

* To provide a forum for engagement between the Practice and patients regarding the range and quality of services provided by and through the practice and future commissioning.
* To develop practice surveys, as required, to identify priorities and issues; to discuss the findings of such services; and, to identify and determine any proposed changes in service provision through an agreed action plan.
* To encourage involvement in health promotion and educational activities and to support the Practice in developing preventative medicine and lifestyle choices.
* To support the development of an effective communication system between patients and the Practice.
* To ensure that patients are aware of the establishment of the Group and a report in the form of a newsletter ,minutes of meetings on the practice website or other means, on the activities of the Group is published and made available .
* To appoint a representative to attend meetings of the Preston & South Ribble Primary Care Network patient forum and to consult with the Patient Reference Group as necessary and report on its activities .

**Rules of Procedure**

* The Group shall appoint a Chairman and Vice Chairman on an annual basis
* Details of the Group will be available to patients of the Practice and patients advised as to how to communicate with the Group
* The Group is not a forum for individual complaints .All complaints should be addressed to the Practice Complaints Manager or through the formal NHS complaints procedure.
* All communications with the Business Director shall relate to business of the Group. ”Spam” or “ Circular” emails should not be forwarded to members of the Group or the Practice
* The Group will ideally meet a minimum of 4 times over the year and publish an account of its activities including an Annual Report where appropriate
* Secretarial support shall be provided by the Practice unless agreed otherwise
* Wherever possible items for the Agenda shall be sought prior to the meeting and the Agenda issued 3 working days prior to the meeting
* Members should declare any pecuniary interests they may have in relation to items under discussion
* Where members are entitled to make decisions,such decisions will be through consensus normally by a show of hands .In the event of an equality the Chairman will have a casting vote.
* That issues of confidentiality are respected, and information governance requirements are met.

**Review**

**The above arrangements will be reviewed with agreement of the Group but at least on an annual basis**