

PARKLANDS PATIENT FORUM

TERMS OF REFERENCE

The Patient Forum will consist of a selection of patients and Practice staff, who meet regularly to decide on ways of making a positive contribution to the existing services and facilities offered by the Practice to its patients.

Membership of the Patient Forum should reflect as broad a spectrum as possible of the Practice's registered patient list.

Feedback will be provided by the Practice Manager and GPs when requested or as required by the Patient Forum. Strict patient confidentiality will be maintained as required by statutory guidelines and opinions will be respected.

All meetings will take place on a quarterly basis, with 3 meetings being held virtually and 1 in-house at Parklands Surgery, with a quorum of 4 members.

The objectives for Parklands Surgery Patient Forum are to:

- Provide resources and services for the good of the Practice patients which would not otherwise be provided by the normal statutory services.
- To encourage a spirit of self-help and support amongst patients to improve their health and wellbeing, especially those with long term illness.
- To help improve communication between the Practice, other Service providers, the Patient Forum and most importantly the patients.
- To instigate a regular Survey and to collate the results from the patients feedback with the sole objective of improving their services.
- To promote a patient perspective and enable patients to access and make better use of the available health care, via notice boards, presentations, website or newsletter.
- One member will attend, represent and provide feedback from the Practice at East Northants Locality Patient Engagement Group meetings.

Whatsapp Group

Members will have the opportunity to sign up to patient forum whatsapp group.

Membership

- Details of membership will be help by Practice Manager.
- Membership will be monitored by Chair and Practice Manager.
- Group members must attend at least one meeting per year to remain on the patient forum (this can be either a virtual or in-house meeting).
- If a member does not attend any meeting for the duration of one year, they will be contacted to ask if they are still interested. If no response is received, it will be assumed that the member no longer wishes to participate and will be removed from the forum membership list.

April 2022