

York Medical Practice Patients Group

Terms of Reference

The York Medical Practice Patients Group (the Group) represents Patients to Practice staff of the York Medical Practice (YMP) as a forum to consider and implement ways of making a positive contribution to the services offered by the Practice. As such it reflects the concerns and interests of all those involved in order to facilitate the highest level of care, support and health outcomes for Patients

Aims of the the Group

1. To give patients, Practice staff, including a Medical Practitioner and the Practice Manager the opportunity to discuss topics of mutual relevance and interest to their Practice.
2. To act as a representative group that can be called upon to input, respond to and influence the local provision of Health and Social Care.
3. To provide the means for Patients to make positive suggestions about the Practice and therefore their own current and future healthcare.
4. To encourage health- and wellbeing-based activities for patients as part of the PCN for East Twickenham. The PCN is a network consisting of the York Medical Practice, Cross Deep Practice, Woodlawn Medical Centre and the Crane Park Medical Centre.
5. To provide a means for the Practice staff including a Medical Practitioner, and the Practice Manager to discuss and explain the issues involved in the running of a general Medical Practice.
6. To be an advocate for the Practice and encourage effective two-way communication within the community.

Expected Outcomes

A continuous improvement in the quality of services that the Practice provides for its Patients, both by clinical care and through health education and other identified activities within the Practice.

- Improved facilities within the Practice.
- Provision of up-to-date high-quality information to Patients to increase understanding of long and short-term conditions and how to keep healthy in general.
- Improved and effective communications between the Practice and Patients and visa-versa.

For example:

- Quick and timely information from the Practice about any health issues, including those currently in the news.
- Information on the prevention, control and management of long-term conditions
- Smoother administrative procedures
- vision for the continuous improvement of the service

Membership of the Group

Membership of the Group is open to all registered patients of the YMP. As far as possible the membership will reflect the Patient profile.

The Group members are all volunteers. Every effort will be made to ensure the The Group is representative of all the Patients in the Practice and that when members resign replacements are sought from registered patients.

The Group meets for an hour bi-monthly, alternating between daytime and evening meetings to try and ensure better access for members of the committee and patients in general.

At a meeting the attendance of at least four members of The Group and at least one member of the Practice team will be a quorum.

The Management and Conduct of Group Meetings

The Chair of the The Group is identified through discussion and agreement *within* the Group either six-monthly or annually as decided by the Group.

The Minute taker for each meeting is allocated on the basis of an agreed rota.

Sub-groups

On occasions it may be necessary to set up Sub-group meetings on specific topics and these should take place as agreed with the YMP and Group members at a full meeting. Any Sub-group discussions, information or minutes should be sent to Group members as soon as possible after any meeting has taken place.

Decisions/recommendations from any individual, pair or sub-group must be referred to the next YMP Group meeting , for discussion and possible agreement, before any implementation can take place.

Addendum - Roles and Responsibilities

The Role of Chair

The role of the Chair is to ensure the smooth running of the meeting so that the issues under discussion are fully aired, those who wish to speak are heard and decisions are made with which, as far as possible, all members of the Group who are present at the meeting agree.

In order to do this the Chair needs to:-

- i Ensure that those who wish to speak raise their hand in order to attract the Chair's attention and where necessary remind members of this *during the meetings*
- ii As far as possible, take speakers in order and try to ensure that everyone has an equal opportunity to contribute
- iii Refocus a discussion that has wandered off the point.
- iv Highlight important points.
- v Clarify any misunderstanding.
- vi Summarise the discussion so that accurate minutes can be recorded
- vii Assist the minute taker when necessary to record any action points and note those responsible for carrying them out.
- viii Liaise with the MinuteTaker throughout the time the minutes are written up and sent out to all members for comments. This ensures accuracy and supports the Minute Taker in the process.
- ix Liaise with the Minute Taker regarding the Draft Agenda before it goes out to all other members

The Role of the Minute Taker

1. To make an accurate summary of the discussion, individuals involved and the decisions taken, highlighting action points '*at the end of each item*'.
2. To liaise with the Chair during the completion of the Draft Minutes to ensure accuracy and share the workload.
3. To email the draft minutes to the members of the Group as soon as possible after each meeting and to email the final version of the minutes at least a week before the next meeting.
4. To email the Draft Agenda, after liaising with the Chair, for the next meeting to members of the Group at least two weeks before the next meeting and to ensure the Final Agenda goes to everyone at least a week before the meeting.

The Role of Members

The participation of all members is fundamental to the success of the meeting. To ensure an effective meeting, all participants must:

1. Read any relevant documents prior to the meeting.
2. Arrive so that the meeting can start promptly.

3. Keep an open mind, be flexible, open and support each other.
4. Listen to and respect the opinions of others.
5. Participate, *raising your hand to indicate to the Chair that you want to speak.*
6. Not raise individual issues that should be discussed with YMP Personnel or use the Group as a forum for personal complaints which should be dealt with through the YMP complaints procedure.
7. Avoid dominating the proceedings.
8. Avoid conflict situations.
9. Avoid side conversations which distract others.
10. Ask questions to clarify understanding.
11. Note down any action agreed upon, especially if any action pertains to you.
12. After the meeting, undertake any agreed action and communicate with others as appropriate to the action point/s .

Members of the Group are expected to conduct themselves in accordance with these guidelines for the smooth running of meetings. If any member regularly ignores the guidelines they can be removed from the Group if a majority of other members agrees.

Members of the Group who are unable to attend the meetings and who do not send an apology for their absence will be removed from the Group after three such absences.

Proposed Revisions by M.E. March & PMH April 2024