

# **York Medical Practice Patients Group**

## **Terms of Reference**

The York\_Medical Practice Patients Group (YMPPG) 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 YMPPG**

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 education activities for Patients within the Practice and its locality and develop self-help projects to meet the identified needs of Patients.
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 increased 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 health currently in the news.
- Information on the prevention, control and management of long-term conditions
- Smoother administrative procedures
- A vision for the continuous improvement of the service

## **Membership of the YMPPG**

Membership of the YMPPG is open to all registered patients of the YMP and St Mary's University. As far as possible the membership will reflect the Patient profile.

## **The Core Group**

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

The Core Group meets for an hour bi-monthly

At a meeting the presence of at least five members and at least one member of the Practice team will be a quorum

## **The Interest Group**

In the reception area there are YMPPG application forms which encourage Patients to become part of the Interest Group. A database of these Patient's names and contact details is kept and they are contacted at various times in

order to ascertain their views on developments or improvements in the Practice

## **The Management and Conduct of Core Group Meetings**

The Chair and Minute Taker of the Core Group are *identified through discussion and agreement in the Group either six-monthly or annually as decided by the Core Group.*

### **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:-

1. 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.
2. As far as possible, take speakers in order and try to ensure that everyone has an equal opportunity to contribute.
3. Refocus a discussion that has wandered off the point.
4. Highlight important points.
5. Clarify any misunderstanding.
6. Summarise the discussion so that accurate minutes can be recorded.
7. Assist the minute taker when necessary to record any action points and note those responsible for carrying them out.

### **The Role of the Minute Taker**

1. To make an accurate summary of the discussion, *individuals involved* and the decisions taken, highlighting action points and the individuals involved at every meeting.
2. To email the draft minutes to the members of the Group as soon as possible.
3. To email the agenda for the next meeting to members at *least a week before* the next meeting and to ensure that action points are included as agenda items.

### **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 at 1pm.
- 3 Keep an open mind, be flexible, open and support each other.
- 4 Listen to and respect the opinions of others.
- 5 Participate.
- 6 Not raise individual issues that should be discussed with YMP Personnel or use the PG 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
- 12 After the meeting, undertake any agreed action and communicate with others as appropriate to the action point/s.

Members of the Core 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 agree.

Members of the Core 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.

### **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 YMPPG members at a full meeting.

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

Any Sub-group minutes should be sent to Core Group members as soon as possible after the meeting.

