

CENTRAL SURGERY PATIENT FORUM

TERMS OF REFERENCE

Purpose

The purpose of the patient forum will be to act as an advisory voice to the practice on service delivery, changes to provision of services and to act as a sounding board for patients when considering Practice based Commissioning initiatives.

The forum will act as a patient voice and consider the needs of patients as a whole. It is NOT intended to be used as a means by which a patient can discuss individual health needs, air their complaints or put forward any personal grievance or opinion of a particular individual nature.

Membership

The membership will be made up of a minimum of 5 patients who are all registered patients with Central Surgery, the practice manager and senior partner (or a deputy). For each meeting to be quorate, there will need to be at least three patient members present, the practice manager (or a deputy) and a partner present at each meeting. A chairman will be elected who will be one of the patient representatives. There will also be a vice-chairman elected in the event of absence of the chairman.

If any patient member misses three consecutive meetings they will be deemed to have resigned from the forum and will be replaced by a new member.

There may be occasions whereby a member would need to be contacted in-between meetings for an opinion on specific issues. The chairman will have more frequent contact with the practice manager and senior partner

Minutes

Minutes of each meeting will be taken by the practice manager and will be shared with all the partners and made available to NHS North Lincolnshire on request. The minutes will be approved as a correct record at each subsequent meeting.

Frequency of meetings

The forum will meet six times per year on the first Monday at 7pm of each even numbered month ie February, April, June, August, October and December. The meeting will be scheduled to last for a maximum of 90 minutes.