



The **Junction** Surgery

Terms of reference and membership

The role of the Group

The role of the Group is to work closely with the practice to discuss services being delivered, the patient experience and to consider improvements that could reasonably be made and to act as a 'critical friend'. No personal grievances or medical issues are to be discussed at any time.

Responsibilities

- Providing advice and guidance on developing and monitoring services.
- Providing advice on issues that affect service users.
- Providing a mechanism via which requests for issues and/or attendance at meetings can be channelled. The Group currently has representation from both staff and patients.
- Providing a forum for discussion of progress.
- To help guide the development of recommendations for further work.
- The group may request members of the local community to speak at its meetings as seems appropriate and reasonable and may request feedback with regard to the recommendations it makes to the practice.

Ways of working

- The Group will meet a minimum of once a year.
- Members of the Group will receive papers one week before each meeting.
- Minutes of the meeting will be kept by a minutes secretary and agreed by all members of the Group who attended the meeting.
- Members may be contacted between meetings for advice should the need arise.
- From time to time sub-groups may be formed to work on specific issues as appropriate.
- From time to time individuals may be co-opted to provide voluntary services, specific advice and expertise as required.

Membership

- The Group will have four members who will be members of staff. A GP, a nurse, the practice manager and a member of the reception team.
- The remaining places will be filled by service users, carers and patients of the practice who have an interest in improving the services delivered at the practice.
- They will form a majority of the membership of the Group.
- Group membership would normally last for a period of two years but there would be the opportunity to continue for another year. After two years the opportunity to participate would be opened up to new people. Rotation of the membership will be staged to ensure that continuity is maintained.
- Members of the Group are expected to be involved in promoting the services or the practice or have an interest in becoming involved as a volunteer.

Advisors

Advisors exist to support the work of the Group. Advisors can be drawn from Greater Huddersfield CCG, people who have worked alongside practitioners.

DECLARATION

I confirm I have read, understand and accept the above Terms of Reference.

Group member.....

Signed.....

Dated.....