

Canterbury Medical Practice

Patient Group

Aims and Objectives

By working together and understanding the needs of the surgery and the patients, we aim to:

- Learn more about our patients' experiences.
- Make sure services are designed and adapted to respond better to our patients' needs.
- Tap into the enthusiasm and energy of our patients to make long-term improvements.
- Develop and encourage closer relationships between staff and patients.
- Promote patient education.
- Improve the quality of care we provide.
- Identify ways of meeting patients' needs more appropriately.
- Be able to use information provided by patients to help make improvements.
- Make sure changes make sense to those that are affected by them.

Please Note

This is not a forum to voice formal complaints or grievances. Complaints need to be handled via the complaints process at the surgery or via the official complaints procedure at the Primary Care Trust.

Patient Reference Group members are recruited to represent the wider views of patients registered at Bridge and Littlebourne surgeries, not solely the views of the individual.

Patients and carers and their future care and treatment by the surgery/NHS will not be affected by their involvement in this piece of work.

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Housekeeping and Terms of Reference

House Keeping

1. The group will meet every 4 months.
2. The group will ideally have at least 3 patients present.
3. The Practice Manager will take notes of meetings, which will be agreed at the subsequent meeting.
4. Items for agenda will be requested two weeks prior to meeting.
5. Minutes will be shared at Partners meetings/staff meetings where appropriate.

Terms of Reference

1. To provide a voice, as patients, on behalf of the population registered at Bridge Health Centre and Littlebourne Surgery.
2. To recognise the need to consult with the wider registered population at Bridge Health Centre and Littlebourne Surgery on some issues, where specific groups will need to be targeted for their views, e.g. children and young people, older people, people with disabilities, etc.
3. To achieve a dialogue between patient and practice so that some balance can be achieved between any conflicting aims and expectations.
4. To provide feedback for planning new services and evaluating existing ones.
5. To raise awareness to gaps in service and propose resolutions to help bridge gaps.
6. To provide a forum for trends in complaints to be discussed and proposals for resolution developed.
7. To hear reports of successes and praises the surgery and staff receive from patients.
8. To encourage involvement in health promotion and educational activities appropriate to people's health needs and understanding.
9. To provide resources of knowledge, skill and energy to help improve access for patients to primary health care.
10. To work with other agencies and bodies to improve the level and co-ordination of NHS health services for the population registered at Bridge Health Centre and Littlebourne Surgery.