

Leatside Patient Group

1. The Group shall be called the Leatside Patient Group. It may be affiliated to other organisations with similar charitable objectives.

Aims of the Leatside Patient Group (LPG)

2. To represent the patients of Leatside practice and work in partnership with GPs and practice staff to improve services for patients.
3. To facilitate good relations between the GP practice (referred to as “the practice” throughout this document) and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments.
4. To work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
5. To build two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
6. To act as a representative group to support the practice and influence local provision of health and social care.

LPG Structure & Membership

7. Membership of the LPG shall be open to all registered patients and their carers
8. Membership will reflect the patient profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities as required in the GP contract
9. All registered patients of the practice are automatically members of the Leatside LPG. Removal of a patient from the patient list will mean that he/she will cease to be a member of the LPG.
10. The LPG will be non-political and non-sectarian, will always respect diversity and exemplify its commitment to the principles contained within the Equality Act

LPG Committee

11. The Leatside LPG shall elect officers from among the members of the LPG, at the Annual General Meeting, and they will be known as the Leatside Patient Group (LPG) committee. These will include Chair, Vice Chair and Secretary who shall act as minutes taker. Other posts may be created by the Annual General Meeting on a proposal from the LPG. All officers shall serve for a period of twelve months.

Leatside Patient Group
Draft Revised Terms of Reference -

12. The LPG will elect ten members at the Annual General Meeting to serve on the LPG committee. As far as possible the ten members will be representative of the demographics of the patients as a whole and will aim to reflect diversity in age, gender, ability and orientation. Members of the committee shall be re-elected annually.
13. The LPG committee shall normally not exceed ten members. Between the Annual General Meetings, the LPG may co-opt individual members if needed to ensure that the LPG is fully representative of the patient community.
14. The LPG and the LPG committee shall both hold regular meetings. To maintain an active LPG, any LPG committee member who fails to attend three consecutive LPG meetings may be deemed to have resigned.
15. The LPG committee will extend an open invitation to practice staff to attend its meetings as agreed with the practice manager.

Virtual LPG

16. If necessary the LPG committee may meet virtually.

Management of the LPG

17. The LPG shall meet no fewer than two times a year but normally the LPG committee will meet every two months. The LPG committee may meet more frequently if circumstances demand it.
18. In the absence of the Chair and Vice Chair, those members who are present shall elect a temporary Chair from among the attendees.
19. Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the LPG.
20. Personal matters and complaints will not be permitted for discussion at meetings of the LPG or LPG committee, but should be addressed to the Practice Manager
21. Decisions shall be reached normally by consensus among those present. However, if a vote is required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Chair may exercise a casting vote.
22. Minutes of the meetings of the LPG and LPG committee shall be produced by the Secretary and circulated within two weeks of the meeting to members of the LPG committee via email for comment. Agreed minutes will be formally accepted at the

Leatside Patient Group
Draft Revised Terms of Reference -

next meeting. Once approved hard copies will be displayed and available in the practice and published on the web site.

Activities of the LPG

The LPG shall:

23. Produce a quarterly newsletter containing practice news and other useful information for patients. The newsletter shall be distributed, where possible, by email to those patients who have provided their email address. Other methods shall be used, as appropriate, to deliver the newsletter to as many patients as possible. Hard copies will also be available in the surgery.
24. Regularly, and with the agreement of Surgery staff, obtain the views of patients who have attended the practice about the services delivered by the practice and obtain feedback from its registered patients about those services.
25. Review any feedback received about the services delivered by the practice with practice staff and relevant members of the LPG with a view to agreeing the improvements (if any) to be made to those services.
26. Contribute views on suggested changes and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the practice.
27. Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary, and help patients to understand the practice viewpoint.
28. Communicate information which may promote or assist with health and social care.
29. Explore overarching ideas and issues identified in patient surveys.
30. Maintain a LPG area in the waiting room of the surgery with up-to-date information on current activities and opportunities for patients to comment (e.g. via a suggestion box). The LPG will, where possible, regularly meet, greet and engage with patients in the waiting area.
31. Act as a forum for staff to raise practice issues affecting patients, or for input into any operational issues affecting staff, so that patients can have their views on practice matters considered.
32. Act as a forum for ideas on health promotion, self-care and support activities within the practice to promote healthy lifestyle choices.

Leatside Patient Group
Draft Revised Terms of Reference -

- 33. Raise patient awareness of the range of services available at the surgery and help patients to access/use such services more effectively.
- 34. These Terms of Reference were adopted by Leatside LPG at the meeting held at (venue/date) and may be reviewed according to emerging needs.

Signed.....On behalf of the LPG

Signed.....On behalf of Leatside Surgery

Date

Final Draft