

Ilkley & Wharfedale Medical Practice

Patient Reference Group

Terms of Reference

These Terms of Reference aim to set out what the Patient Reference Group is in existence for, and how it may operate, to the benefit of all the patients of Ilkley & Wharfedale Medical Practice.

IWMP Patients Forum will:

- Contribute to Practice decision-making
- Provide feedback on patient's needs, concerns and interests, and challenge the Practice constructively whenever necessary
- Give patients a voice in the organisation of their care
- Give feedback to NHS Trusts on consultations
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the Practice and promoting preventative medicine
- Communicate information about the community which may affect healthcare
- Proactively seek new members for the Patients Forum

“Day to day” guidelines:

- The group is not a forum for individual complaints and single issues
- We advocate open and honest communication and challenge between individuals
- We will be flexible, listen, ask for help and support each other
- Silence indicates agreement – speak up, but always go through the Chair
- All views are valid and will be listened to
- No phones or other disruptions
- We will start and finish on time and stick to the agenda
- We will have an elected Chairperson and Secretary
- The meetings will be held regularly