

TERMS OF REFERENCE

MARKET PLACE SURGERY AND EASTRY SURGERY

PATIENT PARTICIPATION GROUP

OCTOBER 2007

Aims & Objectives

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

1. Learn more about our patients' experiences
2. Make sure services are designed and adapted to respond better to our patients' needs.
3. Tap into the enthusiasm and energy of our patients to make long-term improvements.
4. Develop and encourage closer relationships between staff and patients.
5. Promote patient education.
6. Improve the quality of care we provide.
7. Identify ways of meeting patients' needs more appropriately.
8. Be able to use information provided by patients to help make improvements
9. 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 the Market Place or Eastry Surgery, not solely the views of the individual.

Patients and carers and their future care and treatment by the surgery or the NHS will not be affected by their involvement in the Patient Forum.

All members of the group agree to maintain the appropriate levels of confidentiality at all times.