

# Pilning Surgery Patient Support Group

## Document of Intent

Adopted November 2011

# THE SUPPORT GROUP

## **1. Membership:**

- a) The Support Group will consist of a selection of patients and Practice staff, who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the Practice to the patients.
- b) Current guidelines laid down by the government state that Patient Support Groups are to be open to all patients. A virtual Patient Support Group is envisaged to augment this, using the current website. A Steering Group of a maximum of 20 members would ensure that all patients wishing to be involved in decision making would be able to do so via the website. Those expressing an interest in joining the Steering Group would receive a letter from the Secretary enclosing a copy of the Document of Intent together with additional notes for consideration.
- c) A chairperson, secretary and treasurer for the Group will be appointed by the members for a period of one year, after which time new persons can be appointed or present office holders re-elected
- d) The Steering Group will endeavour to meet every two months, although the patient representatives may meet more often as occasion may require provided any decisions for action that might be taken at those latter meetings are communicated to the Practice staff as soon as reasonably possible after each meeting. A permanent agenda item will be raised at each meeting to discuss views of the virtual group.

## **2. Main Purpose:**

- a) To give Practice staff and patients the opportunity to discuss topics of mutual interest in their Practice
- b) To provide resources and services for the good of the Practice population which would not otherwise be provided by Statutory Services
- c) To provide the means for patients to make positive suggestions about the Practice and their own healthcare including feedback from patients as to the general running of the Practice e.g. appointment systems, consultation times, need for notice and information boards etc.

- d) To act as a representative group that can be called upon to influence the local provision of Health and Social Care
- e) When required to involve further patients from the wider population
- f) To draw up short-term, medium -term and long-term objectives for the Group and to review these regularly
- g) At all times to maintain Patient confidentiality and to be guided by the Practice staff as to the rules of conduct and behaviour that govern the Practice and might be extended to the Group
- h) To amend or add to this Document of intent as the Group shall decide by a majority

### **3. Additional aims**

- a) To encourage health education activities within the Practice including the promotion of general health improvement through Expert Patient Groups, first aid training, voluntary activities, walking groups and the like
- b) To develop self-help projects to meet the needs of fellow patients
- c) To establish carer groups or encourage existing carers groups to meet the needs of patients on the Practice list
- d) To endeavour to provide or arrange transport for those having difficulty accessing the Practice or with the collection of prescriptions
- e) To consider the need of raising funds to enable the Group to function efficiently
- f) To keep patients informed as fully as possible, through the use of Practice leaflets, Newsletters, information of local facilities and general health care information
- g) When deemed necessary by the Support Group to set up Patient Panel whereby members of the patient population agree to be consulted on a variety of issues.
- h) From time to time to carry out surveys to ascertain the views of the patients as to:
  - i. Health needs and expectations
  - ii. The changing needs of patients
  - iii. Patient satisfaction

- iv. Improvements or modifications needed for the delivery of services
- i) To endeavour to set up or encourage a network of people who would be in a position to offer bereavement support, hospital visiting, shopping and support for housebound patients, home visits for the isolated and other support
- j) With the intention of improving facilities at the Surgery to consider means of raising funds:
  - i. to provide for new furniture, decorating or such other needs as may arise from time to time
  - ii. to provide equipment not covered by the Practice budget e.g. patient wheelchairs, refreshment machine
  - iii. to cover the costs of keeping the plants or gardens of the surgery maintained
  - iv. to provide for general environmental improvements
  - v. to provide social activities for patients such as trips and holidays for the elderly, exercise classes, walking for health groups and, subject to legal requirements, babysitting circles, voluntary/honorary grand-parenting

This Group is committed to working in a way which values and treats all people with respect and dignity and celebrates diversity. The Group through its practices will ensure that no member, service user, employee, volunteer or job applicant will receive less favourable treatment or suffer unlawful discrimination on the grounds of age, colour, impairment, marital status, lifestyle and culture, nationality, race, gender or sexuality, or on the grounds of economic or social status.

Amended and adopted at meeting of Patient Support Group on Thursday, 14<sup>th</sup> April 2011.

Signed.....

Chair

