

South Molton Medical Centre

Aims, Objective and Ground Rules for Patient Group

Aims

- To act as a 2 way conduit of information about the Medical Centre
- For the practice to engage with patients on potential developments and changes to services
- For patients to raise concerns about our services so we can find solutions together
- To discuss issues relating to the wider health world

Objective

- To help improve healthcare services for the Practice community

Ground Rules

- Our Group is open to all our patients.
- Patients who are unable to attend meetings in person can be part of our email group.
- Timings; vary start times, keep to time, start prompt, keep to agenda items, aim for no longer than one hour.
- Meet every 2 months.
- We advocate open and honest communication without breaching patient confidentiality. If there is a reason that something can't be shared then the Practice will explain why.
- The Group is not a forum for individual complaints or issues.
- Group to be respectful and work as a team. All views are valid and will be listened to.
- Racism and discrimination will not be tolerated.
- Silence indicates agreement – please speak up.
- Doctor's attendance will rotate, so all Partners are involved at some point.
- The Group is solution focussed, if problems are raised then let's not focus too long on the problem, let's look at ideas to resolve it.
- Notes and action points will be produced, rather than minutes as such.
- Roles of chair and secretary to be reviewed annually.
- If a dispute arises between members of the Group, the Group will be asked to nominate someone to investigate and oversee resolution.
- No phone or other disruptions, please turn phone to silent.
- Acronyms – please spell out when first used on each set of minutes.