

## **Cathedral Medical Group's Patient Group Terms of Reference**

### **Name**

This Patient Participation Group will be known as the CMG Patient Group.

### **Objectives**

1. To improve relations with the practice by providing the patient perspective
2. To promote health matters
3. To improve communication between patients and the practice
4. To help the practice improve services to meet patient needs
5. To raise funds to support these objectives

### **Membership**

All patients registered with the Cathedral Medical Group can participate in Patient Group activities and can attend the Annual General Meeting (AGM).

At the AGM a Chair, Secretary, Treasurer and up to seven other patients will be elected as a committee to manage the work of the Patient Group.

The committee can fill vacancies arising between AGMs by co-option. If any of the three official posts become vacant the committee can elect an acting official until the next AGM.

If the Chair or Secretary are unable to attend a meeting, those present will agree a Chair and note taker for the meeting.

A representative of the CMG Practice will attend committee meetings for liaison, but will have no vote.

The committee may invite others to attend their meetings for information or liaison purposes, including others from the CMG Practice, but they will have no vote.

The committee will normally meet bi-monthly.

### **Requirements and Restrictions**

When the Patient Group committee engages with groups or individuals outside the practice they are only representing patients, they are not acting on behalf of the Cathedral Medical Group.

The Patient Group cannot deal with concerns or complaints involving individual patients. There are established procedures for such concerns or complaints.

Patient Group committee members should not need any information that identifies a specific patient's medical information. However, if during their activities they become aware of such information, then they are automatically bound by the conditions of the CMG Confidentiality agreement.

If an official, or committee member, has acted against the best interests of the Patient Group the committee can, after proper consideration, vote to remove that person from the post or committee.

### **Circulation list**

Patients who wish to receive information regarding the Patient Group via e-mail must provide the Committee with their email address.

That email address will not be considered 'personal data' under data protection law, as it will not be associated with any other data and will only be used for contact on Patient Group matters.

Patients will be responsible for notifying the Committee if they change their e-mail address, or wish their e-mail address to be removed from the circulation list.

Please note that this circulation list is separate to the Cathedral Medical Group's arrangements for e-mail contact with patients, which has different confidentiality requirements and is treated as 'personal data'.