

Terms of Reference/ Patient Engagement Group [PEG]

1. Title of the Group.

The group will be called **The Patient Engagement Group (PEG) of the Plas Menai and Llys Meddyg Surgeries** located in Llanfairfechan and Penmaenmawr, North Wales.

2. Aims of the Group.

The aim of the PEG is to promote co-operation between the Practice and the Patients – to enable a critical friend approach - to the benefit of both in order to aid the development of a quality health care service, suitable and sustainable for the future health needs of the community.

3. The Principles to be maintained

- ✓ All opinions are to be respected;
- ✓ Discrimination will not be tolerated;
- ✓ All matters will be treated as confidential;
- ✓ All meetings will take place on a regular basis and will be purposeful and outcome based.

4. Terms of Reference

The PEG will:

1. Facilitate good relations between the Practice and patients by communicating patient's experiences, interests and concerns;
2. Identify local needs for service development;
3. Identify/ feedback gaps in current Practice procedures and service provision;
4. Feedback on proposed service developments as identified by the Practice;
5. Seek wider public/patient views on the above points via open forums/surveys;
6. Promote new service developments to wider patient population via a variety of media channels;
7. Produce PEG information on a regular basis.
8. Promote good relationships and communication with the local community and other public bodies;
9. Be a forum for health promotion and self- care;
10. Evaluate and review the effectiveness of the PEG on an annual basis, taking the opportunity to review the terms of reference at the same time;
11. Commit to respect Practice and patient confidentiality at all times;
12. Commit to formalising the PEG to include a constitution.

5. Meetings of the Group.

Meetings will take place bi-monthly with more frequent informal meetings as necessary. The Business Manager will attend each meeting. Each of the GP Partners will attend once within each calendar year. Notice of meetings to be held will be advertised in advance through various mediums. Agendas will be formed and circulated to all PEG Members. All members will be afforded opportunity to add matters to the agenda. All formal meetings will be held in a purposeful, professional and timely manner.

Signature:.....

Name: Richard Marriott

Date: 22 January 2018