

Patient Forum

Terms of Reference

1. Introduction

To involve patient representatives and the public in developing, considering and taking an active role in discussions on any proposals that would significantly impact on service delivery and/or the range and choice of NHS health services available to the patient population in North Tyneside.

The Patient Forum to support the CCG in the development of patient and public experience planning, and to act as a critical friend to the CCG Governing Body. The Patient Forum does not have delegated authority: it acts in an advisory capacity.

2. Key Principles

- 2.1 Members should have timely access to accurate information on agenda items.
- 2.2 Members should be able to access support to understand the information.
- 2.3 Members should be encouraged and supported to ask questions and seek clarity to enable meaningful involvement.
- 2.4 Forum Members should declare conflict of interests likely to influence discussions and/or other Members.
- 2.5 Forum Members should not raise issues in relation to their treatment and care however general experiences of services would be welcome in the areas of special interest sub groups.
- 2.6 Each Member is required to agree and sign a Confidentiality Agreement.

3. Objectives

- 3.1 To represent views of patients of the practices represented by Members.
- 3.2 To feedback to patients the issues discussed on their behalf.
- 3.3 To make recommendations arising from discussions via the Lay member of the CCG Governing Body.

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- 3.4 Agree priorities and a work plan to continue the development and involvement of Members.

4. Membership

- 4.1 All GP practices that are members of the North Tyneside CCG are encouraged to be represented at the Forum.
- 4.2 Each practice is allowed up to three Forum Members. Forum members may be from the Practice's Patient Participation Group (PPG) or be a patient of the practice.
- 4.3 Currently all three Members are able to attend full Forum meetings and sub groups: this will be reviewed annually.
- 4.4 Only one Member from each practice will have voting rights and this should be decided at Practice Forum level.
- 4.5 The Executive Director of Nursing & Chief Operating Officer is the nominated lead director of the CCG and will be invited to attend Forum meetings, or to nominate a Deputy to attend.
- 4.6 Practice Managers are not members of the group but may be invited to attend depending on agenda items: they will have no voting rights.
- 4.7 All membership will be reviewed annually.
- 4.8 In attendance – other directors or officers of the CCG.

5. Quoracy

For the purpose of full Forum meetings seven Members representing seven different practices should be present for the meeting to be quorate.

6. Chair

The Lay member Patient & Public Involvement of the CCG Governing Body is the Chair of the Forum. The Term of Office for the Chair of the Patient Forum will be concurrent with the term of office as a lay member of the CCG.

7. Administration & Facilitation

This role is carried out by a member the North Tyneside Community and Health Care Forum.

8. Accountability

- 8.1 All Members should adhere to the Nolan Principles.
- 8.2 All Members should adhere to the Confidentiality Agreement.
- 8.3 The Chair will report to the CCG Governing Body.
- 8.4 In the event of Member behaviour being considered detrimental to the Forum the Chair will raise and discuss this privately with the Member. If no resolution is found the Chair will take the matter to the full Forum for discussion and if necessary recommendations to vote on the tenure of the membership.
- 8.5 The NT Community Health Care Forum members work with the chair and director responsible for patient and public engagement to ensure that the work plan underpins CCG objectives and maximises input from member practices and the wider population including protected groups.

9. Communication

- 9.1 Timely information will be shared with Members.
- 9.2 Minutes/notes will be produced after each meeting, full Forum or sub-group.
- 9.3 Members will agree minutes and the Chair will sign as a true record.

10. Meetings and subgroups

The Patient Forum will meet no less than 4 times a year. Full Forum meetings will generally take place monthly. Venues, dates and times will be decided at the full Forum meeting.

Sub group meetings will be held as and when determined by issues raised at Forum level. Each sub-group will select their own lead Member and note-taker.

11. Reviews

The Forum will review its performance, membership and these Terms of Reference at least once per financial year. It will make recommendations for any resulting changes to these Terms of Reference to the CCG Governing Body for approval.

No changes to these Terms of Reference will be effective unless and until they are agreed by the Governing Body.

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Date agreed: August 2013

Date approved by Governing Body, 24 September 2013

Date approved by Governing Body: 27 September 2016

Date approved by Governing Body: 26 September 2017

Date approved by Governing Body: 25 September 2018

Date approved by Governing Body: 24 September 2019