

IUC Patient Engagement Strategy and Patient Representative Group TOR

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Introduction

There is plenty of evidence that involving Patients and the Public in service design and quality improvements has a positive effect on patient outcomes. By seeking their involvement, it is possible to ensure that we focus on meeting the needs of the patient.

The Department of Health has produced a range of guidance and legislation to promote Public, Patient Involvement (PPI) including the Health and Social Care Act 2012, NHS Constitution, NHS Standard Contract and CQC standards.

Reviewing the Guidance from the Healthcare Quality Improvement Partnership and National Survivor User Network it is desirable to adopt the 7 principles of involvement as a basis for our strategy and practice moving forward. These principles are:

1. Representation – ensuring a broad range of our service users and population
2. Inclusivity – actively reducing barriers to participation
3. Early and Continuous
4. Transparency – ensuring participants understand their role and the publishing of outcomes of the process
5. Clarity of purpose – a clear definition of what is expected before involvement
6. Cost effectiveness – demonstrably adding value
7. Feedback – ensuring feedback to those involved at all stages of the process.

Purpose

The purpose of the group is to act as a 2-way channel between SevernSide IUC and its patients. It will achieve this by seeking the views of the patient to inform the way that the services and facilities might be improved.

The group will act as an advisory body, championing patient views and ensuring quality assurance that patient, carer and public concerns are taken into account by the organisation and that services are provided in an appropriate, safe, effective and timely manner. Whilst SevernSide IUC will take cognisance of the outcome of the group it does not guarantee to be bound by them.

The group is not a forum for patient complaints. SevernSide IUC has a separate complaints procedure which can be accessed via our website.

Responsibilities

The Patient Representative Group (PRG) will be part of the overall IUC communication plan reporting to the Governance team.

Core Objectives are:

- Championing appropriate and meaningful engagement with patients and carers, ensuring engagement is inclusive and effective.

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- To allow IUC senior clinicians and operational colleagues to review whether the needs of the patient are at the forefront of all IUC activity.
- Actively seek patient participation and consultation of new IUC developments and allowing feedback of these developments.
- To enable patients to make positive suggestions for healthcare and encourage, support and promote good health education/health promotion and practice.
- Report identified concerns from patient, carer and public around IUC healthcare services to the Clinical Services and Governance Board.
- Provide a 6 monthly report for IUC Newsletter and website
- Provide a forum for sharing local knowledge, experiences and feedback from other groups and local networks.
- Raise awareness of the IUC service and facilitate effective patient and carer access into IUC.

Membership

The PRG will have a maximum of 10 members per geographical area - Bristol, North Somerset and South Gloucestershire (BNSSG).

Membership is open to all who are registered at a practice within the commissioned area of IUC.

There should not be more than two representatives from any practice or practice group.

Members do not need to represent other interest groups but all efforts will be made to consider equality and diversity ensuring a range (although not exclusively) of age, gender, ethnicity, disability, carer representation and other patient groups.

Membership and interests of the PRG will be updated on the IUC website.

Refreshments will be provided for all members and travel expenses can also be claimed, although a remote option is also available for those who wish to join this way.

Frequency of meetings

The group will be chaired by a senior operational representative from BrisDoc and clinical lead.

Meetings will be held twice yearly at BrisDoc headquarters in Whitchurch, with an option to join remotely via Teams.

An IUC representative will take notes and circulate these following the meeting.

All members will be contacted in advance and invited to raise items for the agenda. Agenda papers will be distributed 5 working days in advance.

Patient representatives with questions or issues should contact the named operational representative.

Members are expected to respect the rules of confidentiality and not discuss personal issues or sensitive information.

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Agendas and minutes will be published on the IUC website and physical copies provided on request.

Meetings will be open to any registered patient or carer within the IUC area of operation.

The PRG may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the PRG.

Quoracy

A quorum will consist of 30% of patient membership and 2 IUC representatives.

Reporting and Accountability

To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

The rule of the chair should be accepted and no member wilfully obstruct business or behave in an inappropriate manner.

Members shall respect the opinions of others and observe the groups ground rules.

Members shall recognise all members of the group have an equal role and equal contribution to the PRG.

Members should attend regularly and be punctual.

Confidential items should be recognised and not discussed outside the group. Confidentiality statements must be signed by all.

Review

The purpose value and outcomes of the TOR for the patient engagement strategy and patient representative group will be reviewed annually, with the opportunity to further refine the way the group works.

Version Control

Version	Date	Author	Changes Overview
V2.0	18/03/2025	Hayley Brasier, Natalie Ryan	Full review.
V2.1	16/09/2025	Hayley Brasier	Update to reimbursement statement under membership section.
V2.2	25/04/2026	Nat Ryan	Review. Removal of reimbursement section