# Terms of Reference

1. **Constitution**

This Group is to be known as the East Lancashire Medical Services (ELMS)

Patient Voices Group (PVG) and attended by those indicated below.

1. **Membership**

The Group shall include:

* Elected Patient Representatives from the East Lancashire area (incorporating Blackburn / Darwen / Hyndburn / Ribble Valley / Burnley / Pendle & Rossendale)
* ELMS Chief Executive Officer
* ELMS Corporate Services Director
* ELMS Administrative Support

**Attendance**

* Deputies are unable to represent members at meetings.

**Quorate**

* Four – with at least equal numbers of patients to ELMS Staff

1. **Aims and Objectives of the Group shall be:**

**4.1 Aims**

* To give the opportunity to discuss patient interest related topics relevant to the organisation.
* To ensure ELMS patient information is as user friendly as possible.
* Provide input into the development of patient newsletters, hand-outs, leaflets and the ELMS website
* Represent ELMS locally and nationally when patient voices are needed.
* Provide feedback on the patient experience in the local health economy and offer recommendations and suggestions to improve all of ELMS services and those connected to ELMS by association
* To ensure that ELMS services are the best that they can be
* To provide an ADVOCACY service to ELMS patients
* To scrutinise ELMS compliments and complaints

**4.2 Objectives**

* To act as a representative group that can be called upon to influence the local provision of Healthcare.
* To provide the means for patients to make constructive suggestions about the organisation and their own Healthcare.
* To assist the development of projects to meet the needs of fellow patients.
* To encourage health education activities within the organisation.
* To involve further patients from the community.
* Provide constructive suggestions and comments on general facility improvements
* To act as a resource if patients feel they need an advocate within the ELMS and/or the Urgent Health Care system.

**Frequency of Meetings**

* The Group will meet bi monthly and/or as frequently as the Members decide

1. **Agenda**

The agenda will be prepared by the Chair of the Group in liaison with the Corporate Services Director, with contributions from PVG members.

The following items will appear on every agenda:-

### Apologies

* Minutes of the previous meeting to be ratified
* Matters arising from the previous meeting
* Date and Time of next meeting

1. **Reporting Mechanisms**
   * The Minutes will be circulated to all members of the PVG
   * Once ratified minutes will be uploaded to the PVG section of ELMS website
   * The Minutes will be circulated to ELMS Council, The Directors and SMT
2. **Review**
   * The function and terms of reference will be reviewed annually.

**Dated March 2011**

**Review Date March 2015**