

THE WHITE HOUSE SURGERY
1 Cheriton High Street, Folkestone, Kent CT19 4PU
Tel: 01303 275434

Dr Chee Mah
Dr Jonathan Bryant

Mrs L K Betts – Director of Operations
Ms M Baker – Practice Manager

The White House Surgery Patient Reference Group

House Keeping & Terms of Reference

House Keeping

1. The group will meet three times per year.
2. The group will ideally have at least four patients present.
3. Formal minutes will be taken of meetings by a member of the Practice admin team which will need to be agreed by all present at the subsequent meeting.
4. Minutes will be shared with the Partners of the Practice by the Practice Manager/Director of Operations who will act as the link between the Patient Reference Group and the Practice.
5. All members of the patient reference group will be required to sign a Practice confidentiality statement.

Terms of Reference

1. To provide a voice, as patients, on behalf of the population registered at The White House Surgery, Cheriton.
2. To recognise the need to consult with the wider registered population at The White House Surgery on some issues, where specific groups will need to be targeted for their views eg children and young people, older people, people with disabilities etc.
3. To achieve a dialogue between patient and Practice so that some balance can be achieved between any conflicting aims and expectations.
4. To provide feedback for planning new services and evaluating existing ones.
5. To raise awareness of gaps in services and propose resolutions to help bridge gaps.
6. To provide a forum for trends in complaints to be discussed and proposals for resolution developed.
7. To hear reports of successes and praises the surgery and its staff receive from patients.