

Governing Document (2025 Revision)

Terms of Reference

A. Mission

1. To assist in developing a positive and constructive relationship between the **Barnabas Medical Centre** (the Practice) and its patients, together with the community and local healthcare governing bodies, in order to improve healthcare for all.

B. Relationship to the Practice

1. **Barnabas Patient Voices** is a joint venture between the Practice and its patients, run by the patients under the ownership umbrella of the Practice.
2. Formal communications and engagement between the Practice and **Barnabas Patient Voices** will be through the Chairman or Vice-Chairman and the Practice Manager or Practice Senior Partner, unless specifically delegated.
3. **Barnabas Patient Voices** reporting year will run from 1 April to 31 March, in line with the NHS reporting year.

C. Roles & Responsibilities

Barnabas Patient Voices primary roles are to:

1. Create partnership and co-operation between Practice and patients to the benefit of both.
2. Improve communication between patients, the Practice, the local healthcare governing bodies and the community.
3. Be a critical friend to the Practice.
4. Be an active participant in shaping the Practice's future and development.
5. Be proactive in enabling patients to provide feedback and opinion on the facilities and services offered by the Practice and local healthcare bodies, how these services are planned, prioritised, implemented and delivery evaluated.
6. Provide constructive communication on patient and community healthcare needs, concerns and interests.
7. Support the Practice in promoting preventative medicine and health awareness.
8. Where appropriate communicate information about the Practice, its performance and plans to the wider community.
9. Where appropriate represent the Practice and its patients to the local healthcare governing bodies.

Barnabas Patient Voices/**Barnabas Medical Centre** joint working principles are in Annex A.

D. Exclusions

1. The **Barnabas Patient Voices** is not a forum for discussion of complaints and grievances concerning an individual member of staff or an individual patient's care.

E. Membership

1. Membership is open to:
 - a. All doctors, nurses and other clinical staff attached to the Practice
 - b. All Practice staff
 - c. All registered patients of the Practice who "self-elect"
 - d. All registered carers of patients of the Practice who "self-elect".
2. A register of the contact details of all **Barnabas Patient Voices** members will be kept by the Practice Manager and the Chairman and Vice-Chairman. This register will be used only for communication with **Barnabas Patient Voices** members concerning its activities. The register will be treated as confidential and will be separate from the Practice's clinical records.

Barnabas Patient Voices. Improving healthcare together.

Email: contact@barnabasvoices.org.uk

Facebook: www.facebook.com/groups/barnabas.ppg/

Chairman: Keith Marshall; 020 8864 7993

3. Everyone will be treated at all times fairly and equitably irrespective of gender, race, colour, sexual orientation, beliefs or medical condition.
4. Members and volunteers will be Disclosure and Barring Service (DBS) checked by the Practice when the Practice determines this to be necessary.

F. Officers

1. **Barnabas Patient Voices** will elect, at the AGM, a patient as its Chairman for a two year term of office. The Chairman will run and facilitate meetings and be the formal representative to the community and local healthcare bodies.
2. **Barnabas Patient Voices** will elect, at the AGM, a patient as its Vice-Chairman for a two year term of office. The Vice-Chairman will deputise for the Chairman when required.
3. Where there is a vacancy for the Chairman or Vice-Chairman between scheduled elections, this will be filled by an election at full meeting of **Barnabas Patient Voices** members. The elected member will serve for the remainder of the outstanding term.
4. The Chairman and Vice-Chairman shall together be the **Barnabas Patient Voices** Executive Committee and shall be responsible for the day-to-day running of **Barnabas Patient Voices**. They may co-opt up to two additional **Barnabas Patient Voices** members to the Executive Committee.
5. The Chairman and Vice-Chairman shall be the **Barnabas Patient Voices** representatives to external bodies (eg. area Primary Care Network, Healthwatch Ealing) and the media unless specifically delegated.
6. Officers and other members shall be entitled to reclaim, from the Practice, reasonable out of pocket expenses incurred wholly on **Barnabas Patient Voices** business in line with the Practice's policy and process.
7. The detailed roles and responsibilities of the Chairman and Vice-Chairman are laid out in Annex B.

G. Meetings

1. **Barnabas Patient Voices** will meet at intervals with the aim of holding six meetings a year.
2. Reasonable notice shall be given of the dates and times of meetings; the expectation is that one month's notice shall be the minimum.
3. There will be an Annual General Meeting each year between April and June.
4. Where possible, and depending on the wishes of the members and the Practice, meeting times and days will be varied to provide opportunities for the widest possible patient participation.
5. Any **Barnabas Patient Voices** member may request, through the Chairman or Practice Manager, the inclusion of an item on the meeting agenda.
6. The meeting agenda will be agreed between the Chairman, Vice-Chairman and the Practice Manager, taking account of requests from **Barnabas Patient Voices** members, and should be published in advance of the meeting.
7. Meetings are expected to adhere to the agenda and the stated start and end times.
8. All meetings shall be minuted. The minutes will be distributed to **Barnabas Patient Voices** members and will be approved at the following **Barnabas Patient Voices** meeting. Approved minutes will be posted online, as appropriate (eg. on the **Barnabas Patient Voices** and the Practice websites).
9. Meetings will be conducted according to the "ground rules" set out in Annex C.

H. Online & Social Media

1. To enable wider participation, in addition to meetings all members may, and are encouraged to, communicate with the group via social media, email etc.
2. The group will be consulted using online media, especially the **Barnabas Patient Voices** Facebook group and email, in addition to more traditional methods.
3. Those joined to the **Barnabas Patient Voices** Facebook group are full members once they have fulfilled the membership criteria.
4. Members may join and attend meetings or communicate via online facilities, or both.

I. Confidentiality

1. From time to time it may be necessary to discuss matters of a confidential nature; this confidentiality shall be respected at all times. Such confidential matters will not be recorded in the public minutes but a note inserted to refer to the formal record held securely by the Practice Manager and/or Chairman.
2. **Barnabas Patient Voices** members are reminded that all information (in whatever form) held by the Practice about patients or staff is confidential. All members are required, and commit, to respect this confidentiality at all times.

Annex A. Barnabas Patient Voices/Practice Joint Working Principles

Joint working between **Barnabas Patient Voices** and the Practice shall include, but is not limited to:

1. An open, sharing culture.
2. Development of joint expectations, goals and action plans which are reviewed annually.
3. Inclusion of **Barnabas Patient Voices** representative(s) in Practice planning of future developments.
4. Analysis and discussion of GP Patient Survey data for the Practice, including comparison with national and local area figures.
5. Evaluation of current services offered by the Practice, planning changes, and the introduction of new services.
6. Analysis of trends in Practice performance as shown by (for instance): patient demographics; survey and FFT data; number of "frequent flyers"; percentage with three or more long-term conditions and their attendance history; appointments per GP/nurse/HCA by month; DNA and cancellation rates; online services usage; website usage.
7. Identification of joint research opportunities.
8. A log of the status of all open projects, issues and discussion items between **Barnabas Patient Voices** and the Practice, which will be regularly reviewed and updated, and maintained by **Barnabas Patient Voices**.
9. Where appropriate **Barnabas Patient Voices** representative(s) should assist with the review/revision of processes and procedures; CQC inspections; Practice futures and development; and revalidation of the Practice's doctors and nurses.

Notwithstanding the above, patient confidentiality, staff HR and employment confidentiality, and Practice business confidentiality shall be respected at all times.

Annex B. Officer Roles & Responsibilities

Chairman

1. Drive **Barnabas Patient Voices** vision, strategy, and direction taking into account the expressed wishes of the members, the Practice and the local healthcare environment.
2. Ensure **Barnabas Patient Voices** abides by and fulfils the requirements in the agreed **Terms of Reference** (above).
3. Agree meeting dates (where possible in consultation with members) and book suitable venues.
4. In consultation with the other officers, agree the agenda for **Barnabas Patient Voices** meetings.
5. Call meetings; send meeting notices & agendas to members.
6. Chair **Barnabas Patient Voices** meetings.
7. Arrange for meeting minutes to be taken, documented and published to members as soon as possible following the meeting.
8. Be responsible for communications with **Barnabas Patient Voices** members, including the monthly members update.
9. Be responsible for overseeing **Barnabas Patient Voices** governance (eg. **Terms of Reference**) and strategy; where required recommend revisions.
10. Own all **Barnabas Patient Voices** documentation; ensure it is regularly reviewed and kept up to date.
11. Maintain the **Barnabas Patient Voices** membership list in compliance with Data Protection legislation.
12. Manage the **Barnabas Patient Voices** website, Facebook group and other IT facilities.
13. Act as Programme Manager for all **Barnabas Patient Voices**-owned projects; provide project management guidance where required.
14. Represent **Barnabas Patient Voices** to other healthcare groups (eg. PCN, Healthwatch Ealing), as required.
15. Be responsible for managing the **Barnabas Patient Voices** budget and finances, as from time to time agreed with the Practice.

Vice-Chairman

1. Assist the Chairman with his/her roles and responsibilities; deputise for the Chairman, as required..
 2. Take a leading role in deciding the **Barnabas Patient Voices** vision, strategy and direction.
 3. Arrange, chair and minute **Barnabas Patient Voices** meetings in the absence of the Chairman.
 4. Take lead responsibility for roles as from time to time agreed with and delegated by the Chairman.
 5. Represent the PPG to other healthcare groups (eg. PCN, Healthwatch Ealing), as required.
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Annex C. Ground Rules for the Conduct of Meetings

1. All **Barnabas Patient Voices** members are requested to reply promptly to meeting notices and to send apologies if they are unable to attend.
2. We will aim to start and finish on time and stick to the agenda.
3. The meeting Chairman or facilitator will keep the meeting focussed; please recognise and respect their authority.
4. Meeting minutes will record key points, decisions and actions but not detailed verbatim discussion.
5. Draft meeting minutes will be circulated to **Barnabas Patient Voices** members for approval, and shall be considered approved if there are no corrections requested within 2 weeks from the date of circulation, or when all corrections have been agreed by **Barnabas Patient Voices** members. This will be formalised at the next meeting.
6. Approved meeting minutes will be shared publicly and circulated to all members and posted online.
7. Meetings are not a forum for individual complaints, grievances or single issues; there are other NHS processes for patients with these concerns.
8. All communication should be open and honest.
9. Everyone's views are valuable and should be listened to and discussed with common courtesy.
10. Take issue with the issue being discussed not with the individual.
11. Own your statements; be responsible for what you say.
12. Allow others to speak; do not monopolise the floor.
13. Recognise when your view is in the minority and be prepared to move on.
14. We will be flexible, listen, ask for help and support each other.
15. We will demonstrate a commitment to delivering results, as a group.
16. Silence indicates agreement; if you disagree with anything then your responsibility is to speak up.
17. Please no mobile phones or other disruptions.
18. All members will work together and support each other to meet the objectives of the group.
19. From time to time it may be necessary to discuss matters of a confidential nature; this confidentiality will be respected at all times. Such confidential matters will not be recorded in the public minutes but a note inserted to refer to the formal record held securely by the Practice Manager and/or the Chairman.

Document Control

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Distribution: All **Barnabas Patient Voices** Members
Practice Manager, Barnabas Medical Centre
Barnabas Patient Voices website

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