



# Library House Surgery

## Patient Group

**We are a group of Library House Surgery patients who provide patient insight and opinions on services the practice currently provides and services the practice plans to provide in the future.**

### **We want to achieve: -**

- Working with the practice to ensure the best possible services are provided for our fellow patients
- Ensure patients have the best possible experience when they access services
- Develop a better understanding of the different groups of people who access services at the surgery
- Raise the profile of the Patient Group
- Develop ways in which patients can contact the Patient Group with ideas or suggestions for improvement.
- Raise awareness of the services available at the surgery
- Develop a process to record, review and report on the progress of our work

## **Challenges and Opportunities**

We want to ensure that services meet everyone's needs. We see the elderly, young families, carers, people with health inequalities, hard to reach patients, patients with disabilities, those impacted by digital exclusion, members of LGBTQIA+ and people whose first language isn't English as a challenge that as a group we want to overcome.

### **We will do this by:**

- Building on the solid foundations and friendships we have as a Patient Group
- Meeting with other Patient Groups to share experiences and learn from others.
- Widening patient representation within the Patient Group to represent our diverse practice population.
- Celebrating success and being honest when we think things can be improved.

## **Arrangements**

We will meet at least once every two months; meetings will be both in person and online to enable as many patient group members to attend. We will vary the meeting days and times to enable attendance flexibility.

We will produce an agenda and distribute it to all potential attendees at least one week before a scheduled Patient Group meeting.

Each year we will create a practice patient survey to find out the views of Library House Surgery patients.

Each year we will host an annual Patient Group meeting where we will showcase the work we have been doing as a patient group.

## **Membership**

We would like our membership to reflect our diverse practice patient population and we are keen to seek membership from the elderly, young families, carers, people with health inequalities, hard to reach patients, patients with disabilities, those impacted by digital exclusion, members of LGBTQIA+ and people whose first language isn't English.

We feel the ideal number of members representing our patient group at meetings is 10 people.

## **Confidentiality**

All members of our patient group are asked to sign a confidentiality agreement. The confidentiality agreement sets out how the responsibility of members in relation to patient confidentiality.

