

ERYLINK Sub-Group/Focus Group Proforma

Title of sub-group/Focus Group	GP Issues Group	
Status of Group Sub-group/Focus Group	Sub-Group	(Please refer to Governance document sections 6.2 and 6.3)
Name of Chair including contact details	Joan Fletcher – jfletcher@waitrose.com	Budget requirements Travel/Venues
Members of Group including contact details	Mavis Austin – austmav@aol.com Stuart Carr – smcarr@smcarr.karoo.co.uk Joan Fletcher – jfletcher@waitrose.com Ruth Marsden – ruth@myford.karoo.co.uk Geoff Pearson – pearsong@pearsong.karoo.co.uk Pat Simmons – paul@psimmo.karoo.co.uk Jean Turner – skipsea151@aol.com Pat Perkins – pat.perkins@hotmail.co.uk	
Terms of Reference/Group Description	<p>Aims of the Group</p> <ul style="list-style-type: none"> • To undertake the work of responding to, and moving forward the issues raised in the ERYLINK consultation on GP Access. • To ensure that the voices of the community are heard in the relevant places. <p>Objectives</p> <ul style="list-style-type: none"> • Identify those surgeries that appear to satisfy the needs of their patients and communities. • Liaise with those surgeries to identify clearly what is working well and why. • Undertake further patient consultation if necessary to establish more clearly the reasons for patient satisfaction. • To share examples of good practise amongst surgeries throughout the East Riding of Yorkshire. • To build positive working relationships with individual practices and relevant staff within the PCT in order to ensure that information is shared as necessary. • Work positively and proactively with commissioners and providers to raise standards for patients. 	

	<ul style="list-style-type: none"> • Present updates, progress reports etc to both the ERYLINK Lead Group, and the communities the ERYLINK serves. • To be available to consider further issues and concerns as they arise.
Priority 1	Identification of GP surgeries and good practice access in the broadest sense
Priority 2	Looking at pharmacy issues as raised through the ERYLINK
Priority 3	Changes in the Out of Hours Service
Date of Approval at Lead Group Meeting	

Sub-group/Focus Group Workplan

Priority 1	Identification of GP surgeries and good practice access in the broadest sense		
Outcome to be achieved	Promote good practice amongst East Riding GP Practices, and supporting GPs with what is available.		
	How this will be achieved	By whom?	By when?
Step 1	Identification of practices showing a good level of service (ref ERYLINK survey and ERYNHS Survey)	Joan Fletcher Ruth Marsden	28/04/2010 11/05/2010
Step 2	Identification of practices showing poorer levels of patient satisfaction (ref surveys as above)		
Step 3	Pull together good practice information and any other information that might support practices to develop a good level of service.		
Step 4	Collate information into a 'Good Practice Report'		
Step 5	Disseminate this report to GPs, Commissioners, etc.		
Step 6	Present outcome to ERYLINK Lead Group		
Priority 2	Pharmacy Issues		
Outcome to be achieved	Improved customer services		
	How this will be achieved	By whom?	By when?
Step 1	Collate information received	Joan Fletcher	As soon as

Step 2	Letter to Boots the Chemist, PALS and Complaints, outlining concerns	Jean Turner	possible
Step 3	Identification of good practice		
Step 4	Continued monitoring of the situation where we know there are issues		
Step 5	Collate information into a further 'Good Practice Report' for dissemination		
Step 6	Present outcome to ERYLINK Lead Group		
Priority 3	Changes in the Out of Hours Service		
Outcome to be achieved	Improved Out of Hours Service		
	How this will be achieved	By whom?	By when?
Step 1	Identify issues raised at the OOH Focus Group Meeting held on 28 th January 2010	Joan Fletcher	As soon as possible
Step 2	Collate information regarding the Service from community groups, eg. the Older People's Charter Monitoring Group		
Step 3	Identify concerns raised and present them to the PCT Board, expecting a response from the appropriate person within the statutory 20 working days		
Step 4	Identify examples of good practice and issues raised and addressed in a report		
Step 5	Disseminate this report to Commissioners, GPs and other interested parties		
Step 6	Present outcome to ERYLINK Lead Group		

Sub-Group/Focus Group Proforma checklist

Activity	Date completed
Terms of reference completed	
Workplan completed	
Terms of Reference & Workplan agreed by Lead group	
Terms of Reference & Workplan uploaded to Website	
Message sent to all Members re: posting on website	
Insert summary into Newsletter	

Governance Guidance re: Sub-groups/Focus Groups

- 6.1 The ERYLINK Lead Group may establish time limited Focus Groups and more permanent Specialist Sub-Groups to examine and report on ERYLINK issues and priorities.
- 6.2 Focus Groups will focus on specific pieces of work as set out in the ERYLINK work plan (e.g. a specific health or social care service). They will co-ordinate research and produce recommendations to the ERYLINK Lead Group and Forum for approval and submission to external stakeholders. They will allow a wider range of members to participate in the ERYLINK's work based on their specific interests and expertise.
- 6.3 Sub-Groups will focus on ongoing specialist areas of work such as the monitoring of specific NHS Trusts, commissioning issues, or ERYLINK operations issues.
- 6.4 The ERYLINK Lead Group will decide the terms of reference and criteria for membership of Focus Groups and Specialist Sub-Groups taking account of: local specialism and expertise; the issues to be examined; and the local situation regarding health and social care.
- 6.5 The ERYLINK Lead Group will invite expressions of interest from people interested in joining Focus Groups and Sub-Groups. Once established, Focus Groups and Sub-Groups may invite further members to join if they feel their skills and experience would benefit the group.
- 6.6 Focus Groups should ideally be chaired by a member of the Lead Group. If this is not possible the Chair will be co-opted to the Lead Group for the life of the Group.
- 6.7 Sub-Groups must be chaired by a member of the Lead Group.
- 6.8 There is no set number of members for Focus Groups and Sub-Groups. Groups will be encouraged to operate flexibly in order to achieve the best outcome. Groups will be able to decide how they manage themselves in terms of roles within the Group and how the Group operates. If such issues cannot be resolved by the group members they will be referred to the ERYLINK Lead Group for a decision.
- 6.9 Focus Groups and Sub-Groups will agree their work plan and budget with the ERYLINK Lead Group. Support will be available from the ERYLINK staff team. Decisions to exercise any of the ERYLINK statutory powers will require the prior approval of the ERYLINK Lead Group.
- 6.10 Focus Group and Specialist Sub-Group members will be expected to act in a reasonable manner and abide by relevant governance policies such as the ERYLINK Code of Conduct and the ERYLINK Conflicts of Interest Policy. (see Appendices)
- 6.11 The Chairs of Focus Groups and Sub-Groups will report regularly to the ERYLINK Lead Group.
- 6.12 Focus Groups and Sub-Groups will communicate with and report to the wider ERYLINK membership and relevant statutory service commissioners and providers.

- 6.13 The decision to wind-up any Focus Group or Sub-Group which has completed its work will be taken by the ERYLINK Lead Group, after consulting with the Group concerned.
- 6.14 The ERYLINK Lead Group will consult with the Focus Group or Sub-Group which it feels is not operating effectively, or in accordance with its aims, or in the best interests of the ERYLINK, with view to achieving a suitable resolution. Ultimately the ERYLINK Lead Group may decide to wind up a Group, or to exclude a member of a Group, if it feels this is in the best interests of the ERYLINK.