

The Hill Surgery Action Group's Constitution

The Hill Surgery Action Group (HSAG) was formed to foster patient participation and ensure that the interests and priorities of patients are at the core of decision-making with The Hill Surgery, leading to better-quality services and health outcomes. The group aims to bring together patients who can make a difference and unite voices that are not always heard. Moreover, the group intends to educate patients on the significance of shaping how modern health care is delivered in the region while supporting HS in bringing about the desired changes and improvements.

The group's primary goal is to develop a partnership of equality between HS and patients, where patients have a say in how services are delivered to best meet their and the local community's needs. The group aims to communicate accurately and honestly between HS, individual patients, and the broader community about critical health matters. Identifying any changes the practice may have yet to consider allows resources to be used more efficiently. Moreover, the group looks forward to making the practice aware of some of the concerns that patients have following the merger and what many patients have perceived to be a decline in service and patient satisfaction.

The HSAG aims to be constructive and positive, focusing on taking action to benefit The Hill Surgery and patients rather than being a forum for patients to complain. The support of the Practice Manager and GP/clinicians within the practice is essential in ensuring the group's success. The Practice Management will work with the HSAG and the PPG, but patients will then run it, and the Practice Manager and one or more GPs from within the practice will attend the meetings.

There also needs to be a willingness for open and candid dialogue between the two parties.