



Cootamundra Medical Centre

**CRITICAL
FRIENDS GROUP**



Cootamundra Medical Centre

Terms of Reference

Purpose:

The Cootamundra Medical Centre Critical Friends Group is made up of key members of the community who are committed to working together to provide input and recommendations to the GP Management Committee, to deliver a service that provides initial, continuing, comprehensive and coordinated primary health care.

Objective: To achieve a quality, sustainable, “easy entry, gracious exit” Medical Centre which is an integral part of the overall Cootamundra Primary Health Centre.

Membership: The Critical Friends Group consists of: Two Principal General Practitioners, Practice Manager, Practice Nurse, & Community Members, numbers as appropriate (7)

Quorum: A Quorum is half the voting membership plus one (minimum of 1 GP).

Meeting Schedule: Meetings will be scheduled quarterly, or as necessary.

Meeting Procedures: A Chairperson will be elected. The tenure of the Chairperson will be one year with eligibility for re-election. In the absence of the Chairperson the meeting will be chaired by a member on the day or by prior arrangement. The Practice Manager will act as secretary.

Communication Mechanisms: Minutes and meeting agendas will be distributed to Community Consultative Group members one week prior to meetings by the Practice Manager.

Time period/Review: Committee membership will be reviewed annually or as required.



Cootamundra Medical Centre

Levels of working with patients

Level 3 – Working in Partnership

Ensuring that the people who use, or are potential users of health services are involved in the planning & development of those services.

Level 2 – Consulting

Gaining views of the public/service users, eg: through questionnaires, focus groups, citizens juries.

Level 1 – Informing

Keeping the public up to date on proposed or planned changes in services.

Ref: Establishing Critical Friends Groups in General Practice: Report to the North & East Devon Health Authority; Greco, M. & Carter, M.



Cootamundra Medical Centre

CFG's have 3 key roles:

EXCHANGE of information & perspective
REVIEW of quality improvement strategies
DISSEMINATION to wider patient population



Cootamundra Medical Centre

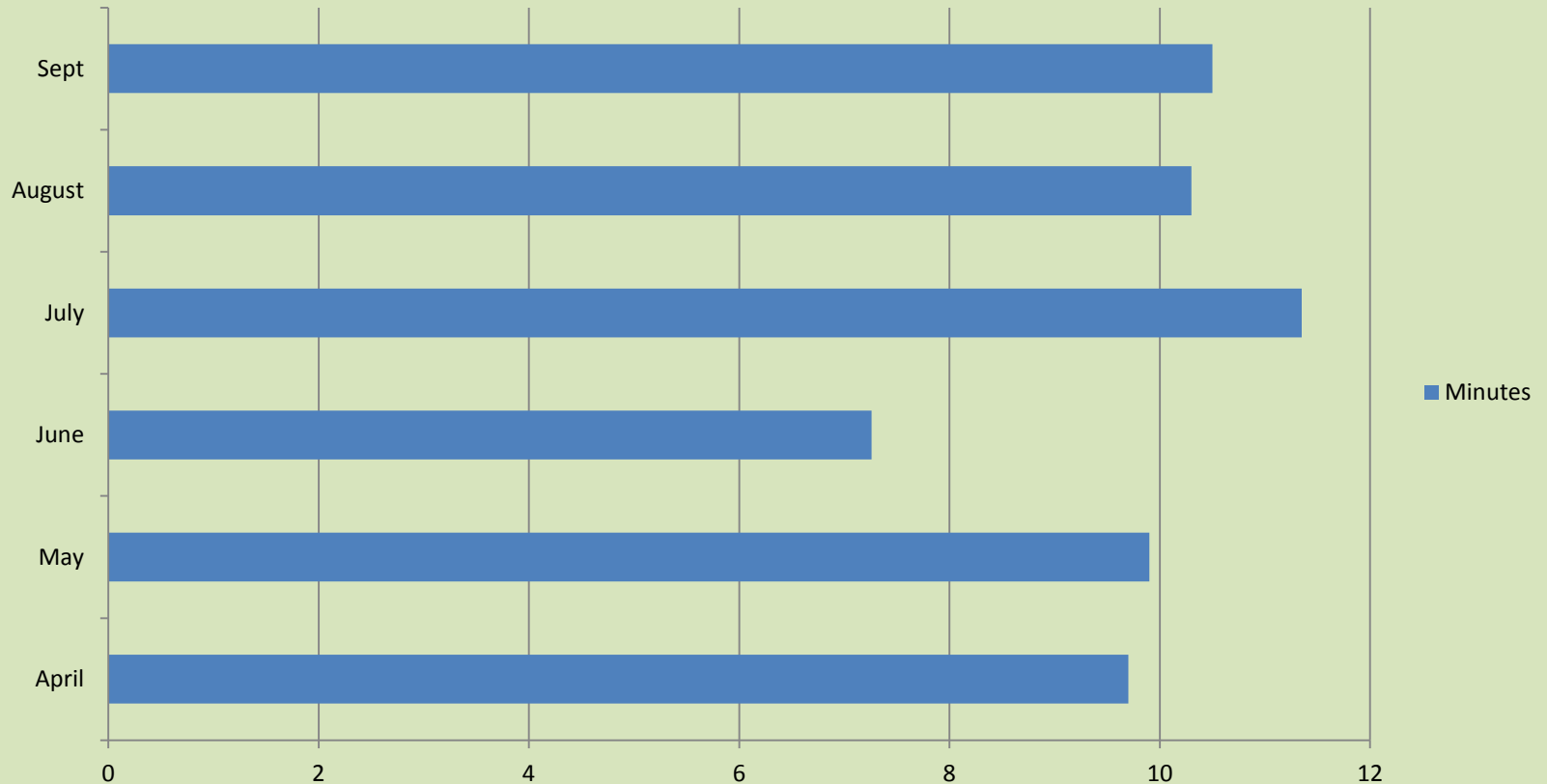
Number of Days to 3rd Available Appointment for September 2011

- Doctors = 1 day (WTE 5)
- Nurses = 1.16 days (WTE 3)



Cootamundra Medical Centre

Average Practice Wait Time





Cootamundra Medical Centre

Cootamundra Hospital Emergency Presentations

2009/2010 - 2,561

2010/2011 - 2,089

(after hours clinic at Medical Centre commenced)



Cootamundra Medical Centre

NUMBER OF ATSI PATIENTS RECORDED

Date	Number of Pt's
April 2009	16
December 2009	85
April 2010	105
December 2010	141
April 2011	158
November 2011	181