



Frizinghall Medical Centre

Patient Participation Group (PPG) Ground Rules

How meetings will be conducted

- The meetings are not a forum for complaints and single issues as there will be other procedures for supporting patients with these concerns
- We advocate open, honest communication and challenge between individuals
- We will be flexible, listen, ask for help and support others
- We will demonstrate a commitment to delivering results as a group
- Silence indicates agreement – speak up, but always go through the Chair
- All views are valid and will be listened to – respect other’s views and don’t interrupt
- The surgery will listen constructively to patients’ views and proposals and will respond explaining what action the surgery may or will take. If no action can be taken, then the surgery will explain this
- Patients take some responsibilities within the group
- All communication issued by the PPG will first be agreed by the group – no communication about the group will be issued by individual member.
- The Chair will keep the meeting focussed

- Brief notes (not details minutes) will be made recording key actions and decisions only. Notes will be available in the public domain and will not include confidential matters
- All PPG members will work together and support each other to meet the objectives of the group
- Confidential matters and discussions are not to be shared outside of the meeting