

## **Family Medical Centre PPG Ground Rules**

To make sure that everyone feels comfortable here are some things we do:

1. Arrive to meetings 10 minutes before the starting time.
2. To stick to the agenda to ensure that we start and finish on time.
3. Switch your mobile phones off or onto silent.
4. Use plain and simple English.
5. Only one person speaks at one time.
6. Listen to each other and be honest.
7. Respect and value that everyone is different and will think differently about things.
8. The meeting is not a forum for individual complaints and single issues.
9. If you don't understand what someone is saying ask them to repeat or explain it. You are probably not the only one who didn't understand!
10. In any reports or discussions after the event please do not use people's names when personal things have been discussed, as everything is revealed in confidence!

*If at any time you have concerns about the ground rules not being respected, please speak to the chair of the meeting.*