



GROUND RULES FOR CONDUCT OF MEETINGS

1. These meetings are a forum for patients and staff at Lilyville to work together to deliver results that will improve Lilyville as a GP practice in the interests of both patients and staff working there.
2. Meetings are NOT a forum for individual complaints. When difficult issues arise, the aim is to be constructive and to find a positive way forward.
3. Communications between members should be open and honest and challenges to others' views should be constructive. Attendees should be polite at all times; speakers should be listened to with respect and without interruption.
4. Any personal/confidential information given in meetings shall remain confidential.
5. Mobile phones should be switched to silent during meetings. If there are exceptional circumstances, the chair should be informed in advance.
6. The Chair will lead the meeting; will call speakers and ensure that the meeting will start and finish on time, keeping to the agenda.
7. Friends of Lilyville are encouraged to suggest agenda items either at a meeting or by communicating with the surgery. Items for discussion should be issues of general interest rather than individual concern which are better dealt with elsewhere.
8. Any heated discussion generated in a meeting will stay in the meeting room. The next meeting will begin with a fresh approach even when there are differences of view.
9. At least one GP and Practice Manager/Administrator will be in attendance at each meeting.