

# Tuxford Medical Centre

## Patient Participation Group

### Ground Rules

- This meeting is not a forum for individual complaints and single issues as there will be other procedures for supporting patients with these concerns.
- We will be flexible, listen, ask for help and support each other.
- We advocate open and honest communication and challenge between individuals. Silence could indicate agreement, we encourage individual voices to be heard – speak up, but always go through the chair.
- We will demonstrate a commitment to delivering results, as a group.
- All views are valid and will be listened to – respect the views of others and do not interrupt – speak one at a time.
- No ‘phones or other disruptions.
- We will endeavour to finish on time and stick to the agenda.
- The practice will listen constructively to patients’ views and proposals and will respond explaining what action the practice will take. If no action can be taken the practice will explain why not.
- Patients take some responsibilities within the group.
- All communications issued by the PPG will first be agreed by the group – no communications about the group will be issued by individual members.
- The chair will keep the meeting focused.
- Minutes will be made recording key actions and decisions. Minutes will be available in the public domain and will not include confidential matters.
- Confidential matters and discussions are not to be shared outside of the meeting.