



PPG Ground Rules
Agreed by Panel January 2014

1. PPG meetings are not a forum for individual complaints and single issues
2. The PPG advocate open and honest communication and constructive challenge between individuals
3. All Patient Panel members will adhere to the Practice Patient Confidentiality Code
4. The PPG will be flexible, listen, ask for help and support each other
5. The PPG will demonstrate a commitment to delivering results as a group
6. Silence indicates agreement – speak up, but always go through the chair
7. All views are valid and will be listened to
8. Mobile phones should be switched to silent during meetings, except if a panel member has extenuating circumstances where their phone cannot be switched to silent (Chair to be informed prior to opening of meeting)
9. Any agenda items should be directed to the Chair / Secretary at least 1 week prior to the scheduled meeting date
10. The PPG will start and finish on time and stick to the agenda
11. Any heated discussion generated from meetings will stay in the meeting room and each member agrees to come to the next meeting with a fresh approach even if their views differ from other panel members
12. At least one GP and Practice Manager will be in attendance at each PPG meeting