

Swanage Medical Practice Patient Participation Group

Ground Rules

1. PPG members are encouraged to give constructive feedback received from patients about the Practice and the services it provides - and to represent patients' views constructively.
2. PPG meetings are not a forum for individuals to make complaints or to raise personal issues that do not have wider relevance - there are other procedures within the Practice for supporting patients with complaints/concerns.
3. All PPG members are encouraged to contribute to discussions during PPG meetings. All views are valid and will be listened to - PPG members will respect other people's views and will not interrupt other members when they are contributing.
4. Open and honest communication is advocated and challenge between individuals encouraged.
5. The Practice representatives will also listen to patients' views and proposals constructively and will respond by explaining what action the practice will take - and, if no action can be taken, explaining why not.
6. PPG members will work together and support each other to meet the PPG's objectives - they will demonstrate a commitment to delivering results as a group and all are encouraged to take on responsibilities within the group.
7. PPG members will stick to the agenda - and the Chair will endeavour to start and finish meetings on time and to keep meetings focused.
8. The use of jargon will be avoided.
9. The use of mobile phones during meetings will be discouraged and other disruptions kept to minimum.
10. Minutes of meetings will be made available to the public via the PPG's page on the Practice website - but only after they have been agreed by the PPG.
11. All communications issued by / on behalf of the PPG will be agreed by the PPG before they are issued - no communications about the group will be issued by individual members.
12. Confidential matters and discussions will not be shared outside meetings.