

ROTHWELL & DESBOROUGH HEALTHCARE GROUP
PATIENT PARTICIPATION GROUP GROUND RULES – VIRTUAL MEMBER

To ensure the PPG is effective in its aims and objectives the following ground rules have been set. These rules apply to every member of the PPG and must be adhered to at all times.

- This meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results as a group.
- Silence indicates agreement – speak up, but always go through the chair.
- All views are valid and will be listened to and respected.
- We will maintain confidentiality in relation to patients, staff and PPG members.
- 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.
- Minutes will be made available and published in the public domain and will not include confidential matters
- We will respect every aspect of equal opportunities.
- All PPG members will work together and support each other to meet the objectives of the group
- Confidential matters and discussions are not be shared outside the meeting