**SEASCALE HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP**

**Ground Rules**

1. PPG meetings are not a forum for individual complaints and issues
2. The PPG advocate open and honest communication and constructive challenge between individuals
3. The PPG is not a forum to deal with individual patient issues. PPG members will not have access to patient information. If they see or hear confidential information about patients or practice staff they must not disclose it to any other person.
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. Any agenda items should be directed to the Chair or Secretary at least one week before the scheduled meeting date
9. 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 before the meeting opens)
10. The PPG will start on time and aim to finish on time and will keep to the agenda
11. Any heated discussion generated from meetings will stay in the meeting room. Each member agrees to come to the next meeting with a fresh approach, even if views differ from those of other members
12. The Practice Manager will attend each meeting. A GP will attend each meeting where possible, if attendance is not possible the GP will provide support to the PPG via the Practice Manager

**Agreed at the Seascale and Bootle Patient Participation Group Annual General Meeting, 10 June 2021**