

## Ground Rules for the Waterloo Practice PPG

### (How meetings will be conducted)

- Quorum – a quorum for the PPG meeting constitutes a minimum of 4 members plus the Chair and at least one Practice representative (where required). If the minimum attendance is not achieved, the meeting will be cancelled/rescheduled.
- Group members should make themselves familiar with all relevant information prior to meetings and be prepared to be involved in PPG work as requested.
- Members of the PPG are required to be patients of the practice and declare any interests that may conflict with their role in the group.
- Members should commit to attend a minimum of 50% of the meetings.
- 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 advocate open and honest communication and challenge politely between individuals.
- We will be flexible, listen, ask for help and support each other.
- If someone is bad mannered or rude, they can be asked to leave the meeting.
- 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 - respect other's views and don't interrupt
- No phones/mobile phones or other disruptions.
- We will start and 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.
- Group members 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 focussed.
- Brief notes (not detailed minutes) will be made recording key actions and decisions only. Notes will be available in the public domain and will not include confidential matters.
- All PPG members will work together and support each other to meet the objectives of the group.
- Confidential matters and discussions are not to be shared outside the meeting.
- A review of the PPG's progress and membership will take place after **twelve** months...to be agreed with PPG.
- If a member is no longer able to commit to being a member of the PPG they must notify the Secretary as soon as possible.