

BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

Representing patients and putting them at the heart of all we do

GROUND RULES

- This meeting is not a forum for individual complaints and single issues.
- We will 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.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.
- Personal information and data held on any Patient Participation Group member will be subject to each member complying with the Data Protection Act 1998. For more information regarding this go to: Data Protection Act1998: guidance for the NHS : Department of Health – Management resources, or copy and paste the following in your web browser:

www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/Recordsmanagement/DH_4000489