

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 EU General Data Protection Regulation (GDPR) 2018.