

# Millbank Medical Centre

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## Ground Rules for Millbank PPG

- 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 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 - respect other's views and don't interrupt
- No 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.
- Patients 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/facilitator 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 be shared outside the meeting
- A review of the PPG's progress and membership will take place after 12 months.