

THE NORTHWICK SURGERY



GROUND RULES FOR THE PATIENT PARTICIPATION GROUP

The PPG meetings will take place at least three times a year and will meet at the Northwick Surgery.

- The PPG is not a forum for individual complaints and single issues as there are other procedures for supporting patients with these concerns
- The PPG advocate open and honest communication and challenge between individuals
- The PPG will be flexible, listen, ask for help and support each other
- The PPG will demonstrate a commitment to delivering results as a group
- Silence should indicate agreement – Speak up. Any comment should go through the Chair
- All views are valid and will be listened to
- No phones or other disruptions
- The PPG will start and finish on time and stick to the agreed agenda