

INSERT YOUR PRACTICE LOGO HERE

Robin Lane Patient Participation Group (PPG)

Ground rules

- 1. Respect -**
other people's thoughts, ideas, and suggestions (even if you don't agree with them).
- 2. It's not a grumbling shop -**
focus needs to be on improvement, not complaints. Remember the purpose of the group and why we're here!
- 3. Take responsibility -**
we need to work together, let's share the workload!
- 4. Confidentiality -**
we will tell you if something is confidential and we ask you not to share this information with anyone outside of the meeting.
- 5. Avoid personal references -**
as patient champions we think about the needs of the wider public.
- 6. Avoid assumptions -**
base discussion on evidence and good practice.
- 7. Listen -**
listen actively and attentively. Avoid interruptions.
- 8. Challenge -**
critique ideas, not people.
- 9. Find solutions -**
build on one another's comments; work toward shared understanding.
- 10. Do not monopolize discussion -**
give others a chance to speak.
- 11. Mobile phones -**
please switch them off or turn them to silent!