

PPG Stag and Rose Court Surgeries

Ground Rules

- This meeting is not a forum for individual complaints and single issues.
- 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 and respected.
- We will maintain confidentiality in relation to patients, staff and PPG members.
- We will respect every aspect of equal opportunities.
- We will start and finish on time and stick to the agenda.