

Darwin Medical Practice
Patient Participation Group (PPG)
Ground rules

1. The meeting is not a forum for individual complaints and single issues.
2. We advocate open and honest communication and challenge between individuals.
3. We will be flexible, listen, ask for help and support each other
4. We will demonstrate a commitment to delivering results as a group.
5. Silence indicates agreement – speak up but always go through the Chair.
6. All views are valid and will be listened too.
7. No phone or other disruptions.
8. We will start and finish on time and stick to the agenda.
9. The group will comprise of no more than 12 members. Anyone wishing to join when the group is up to a maximum number will be asked to join virtual group until a member steps down.
10. Quorum will be 5 members plus a practice representative.
11. Should a member miss 3 meetings in a row the Patient Liaison Officer will enquire whether they wish to remain as a member?
12. The initial term served will be left open for members to continue if they wish too.
13. Chair to be a volunteer and elected by members where there is more than one candidate.
14. Secretary to be a practice member, Patient Liaison Officer.
15. Chair and secretary to be responsible for the Agenda. AOB items may be deferred on majority vote.
16. Additional rules to be added by consensus.
17. Chair has only a casting vote
18. Urgent AOB's may result in removal or amendment of the existing agenda.
19. PPG Members must not use their position in the group to influence the outcome of any personal requirements they may have with the practice.