Ground Rules for the Patient Participation Group

The Patient Participation Group shall be referred to in this documents as “The PPG”. University Health Service shall be referred to as “The Practice”.

1. The meeting is not a forum for individual complaints and single issues as there are established procedures at the Practice for supporting patients with concerns.
2. The Practice serves a diverse range of patients, many of whom are not students at the University of Sheffield. We will respect that issues affect all patient groups and the needs of all groups should be considered.
3. We advocate open and honest communication between individual members.
4. We will be flexible, listen, ask for help and support each other.
5. We will demonstrate a commitment for delivering results as a PPG.
6. All views are valid and will be listened to – respect each other’s views and don’t interrupt.
7. No phones or other disruptions during meetings.
8. We will start on time, finish on time and stick to the agenda.
9. 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 then the Practice will explain why not.
10. Patients will take some responsibilities within the PPG.
11. All communications issued by the PPG will first be agreed by the group. No communications about the group will be issued by individual members.
12. The PPG Chairperson will keep meetings focussed.
13. Brief notes recording actions and decisions will be made. These notes will be available in the public domain, but will not contain confidential matters
14. All PPG members will support each other to meet the objectives of the group.
15. Confidential matters and discussion are not to be shared outside of the meetings.

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