

# MID SUSSEX HEALTH CARE

## Patient Participation Group

### GROUND RULES

Based on the NAPP "Sample Ground Rules" for PPG Group Committees

The Officers: The elected Chairman, Treasurer and Secretary  
 The Practice Manager: *ex officio* representative of The Practice

1.	<p><b>The Constitution:</b>          The MSHPPG will adhere to the terms of the approved Constitution.</p>
2.	<p><b>Debating Procedures: The Committee will:</b></p> <ul style="list-style-type: none"> <li>• advocate open and honest communication and challenge between individuals;</li> <li>• be flexible, listen, ask for help and support each other;</li> <li>• will demonstrate a commitment to delivering results;</li> <li>• regularly view progress and results.</li> </ul>
3.	<p><b>Meetings:</b></p> <ul style="list-style-type: none"> <li>• will not be a forum for individual complaints and single issues - there are other procedures for supporting patients with these concerns;</li> <li>• the Chairman will keep the meeting focussed on the agenda;</li> <li>• silence will indicate agreement;</li> <li>• minutes, excluding confidential issues, will be circulated to all members of the committee and displayed on the Practice website.</li> </ul>
4.	<p><b>Confidentiality:</b></p> <ul style="list-style-type: none"> <li>• confidential matters and discussions will not be shared outside meetings, but the Officers and Practice Manager may keep secure records to protect the Committee;</li> <li>• personal details of committee members will not be divulged without permission.</li> </ul>
5.	<p><b>Communications:</b></p> <ul style="list-style-type: none"> <li>• email is the preferred method of communication.</li> <li>• Hard copies will be forwarded to those without the internet.</li> </ul> <p>Use of email - the following procedure is recommended.</p> <p><b><i>Formal Internal and External Correspondence</i></b></p> <ul style="list-style-type: none"> <li>• The Officers and the Practice Manager must be copied into correspondence that may have consequences for the PPG and/or the Practice.</li> <li>• Acknowledgements and simple responses to PPG emails should be restricted to the sender.</li> <li>• Whenever possible, an approved MSHPPG logo and core statement should be included.</li> </ul> <p><b><i>Approved Projects</i></b></p> <p>Working documents, drafts and conversations should be restricted to those closely involved. Final reports, notifications of any action and comments relating to the Group and/or requiring verification or approval to continue with the project should be copied to the Officers and the Practice Manager.</p>

This document will be circulated to all members of the MSHPPG Committee.

9 January 2020