**northgate**

Anchor Meadow Health Centre

Westfield Drive

Aldridge Walsall WS9 8AJ

**tel:** 01922 450900 **fax:** 01922 450910

PRACTICE

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Dr F E Bolliger, Dr B Sarai, Dr D Gakhal and Dr K Hayer



**Ground Rules – August 2021**

1. The PPG meeting is not a forum for individual complaints and

personal issues.

2. All views are valid and will be listened to.

3. Respect the practice and patient confidentiality at all times.

4. Open and honest communication applies to all.

5. Discrimination on any grounds will not be tolerated.

6. Silence indicates agreement – speak up if you would like your

suggestions to be a part of the discussion.

7. Be flexible, listen, ask for help and support each other.

8. Demonstrate a commitment to delivering results as a group.

9. Start and finish meetings on time and stick to the agenda.

10. No phones or other disruptions

11. The group is to be -Non Political

12. The workings/projects of the group to be kept within the NPPG unless approved for sharing to others approved by the NPPG

13. Liaison with the Practice partners and staff, by members of the NPPG, to be via serving Chair or via an established procedure approved by the current NPPRG members.

14. Emailing to all NPPRG members to only occur appropriately e.g. information relating to the present projects/interests of the Northgate Practice or NPPG, otherwise emails addressed to Chair only.

Sylvia D Bailey – Serving Chair.

Northgate Practice Patient Representative Group.