

## **THE VILLAGE SURGERY - WOLSTANTON**

### **Patient Participation Group Meeting**

#### **Code of Conduct**

1. Arrive punctually to enable meetings to start on time.
2. Come prepared - Read all relevant papers beforehand and bring them with you to the meeting.
3. Switch off mobile phones at the start of the meeting (or put on to silent mode).
4. Be respectful to each other and acknowledge people's individuality and differences
5. Raise a hand to speak – go through the Chair.
6. Listen to each other
7. One person to speak at any one time
8. Behaviour, which is offensive, discriminatory, abusive, racist, sexist, or disruptive, will not be tolerated. Any person exhibiting behaviour which is offensive or discriminatory can be asked to leave the meeting and will be dealt with in the appropriate manner
9. The purpose of the group is to benefit patients generally, and not specific individuals.
10. Members should respect the confidentiality of personal information and service documentation. Any information, documentation or items of a personal nature must not be disclosed to anyone else apart from members of the group.

**It is the role of the chair to ensure that the meeting remains focused and that the code of conduct is adhered to at all times.**