|  |  |
| --- | --- |
|  | **APPLICATION TO JOIN THE PATIENTS’ PARTICIPATION GROUP** |

**Membership is open to Spa Medical Centre patients aged 18 and above. All applicants shall agree to abide by the rules set out below. Applications shall be subject to approval by the Management Committee of the PPG.**

|  |  |
| --- | --- |
| **NAME:** |  |
|  | |
| **ADDRESS:** |  |
|  |  |
|  |  |
|  |  |
| **STATE REASON FOR WISHING TO JOIN THE GROUP:** | |
|  | |
|  | |

**Ground Rules for Patients’ Participation Group Meetings**

1. This meeting is not a forum for individual complaints and single issues. There are procedures in place for supporting patients with these concerns.

2. All views are valid and will be listened to - respect other’s views and don’t interrupt.

3. The Chairman shall keep the meeting focused.

4. We advocate open and honest communication and discussions between individuals.

5. We will be flexible, listen, ask for help and support each other.

6. We will demonstrate a commitment to delivering results, as a Group.

7. We will start and finish on time and stick to the agenda.

8. 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 the Practice will explain why not.

9. All communications issued by the PPG will first be agreed by the Group – no communications about the group will be issued by individual members.

10. Meeting notes shall be taken, recording key actions and decisions only. Notes will be available in the public domain and will not include confidential matters.

11. All PPG members will work together and support each other to meet the objectives of the group.

***A full copy of the Spa Medical Centre Patients Reference Group Terms of Reference is available on request***