Crosland Moor Surgery

**Patient Participation Group (PPG) Guidance**

* This meeting is not a forum for individual complaints and single issues.
* We advocate open and honest communication and challenge between individuals.
* We will be flexible, listen, ask for help and support each other.
* We will demonstrate a commitment to delivering results, as a group.
* Silence indicates agreement – speak up, but always go through the chair.
* All views are valid and will be listened to.
* No phones or other disruptions at meetings.
* We will start and finish within the timeframe set and stick to the agenda.