



**NHS Sutton Clinical Commissioning Group
Patient Reference Group**

Ground Rules

- Arrive on time and keep to any times set/agreed
- Turn mobiles off or to vibrate (If you have to take urgent calls please go outside)
- Treat everyone with respect
- Participate and encourage others to do so
- Talk one at a time and try not to interrupt other people
- Don't start separate/side conversations
- Stick to the topic being discussed and avoid bringing up personal issues
- Accept the fact that there will be differences of opinion
- Challenge the issue not the person
- Don't use language which is discriminatory or is offensive to others
- Don't use general statements which stereotype people or communities
- Try not to use jargon and abbreviations
- Confidentiality - agree if there is anything that cannot be shared