

**BURNHAM SURGERY**  
**Patient Representation Group Meeting**  
**Date 7 February 2012**

**GROUND RULES**

- 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
- We will start and finish on time and stick to the agenda