

Manor Park Surgery

Virtual meetings

Ground rules

1. Confidentiality

If in doubt check whether information is confidential. Don't share personal information outside of the meeting.

2. Avoid personal references

We need to think about the needs of the wider public

3. Avoid assumptions

Base discussion on evidence and good practice

4. Listen

Listen actively and attentively. Avoid interruptions!

5. Challenge

Critique ideas, not people.

6. Find solutions

Build on one another's comments; work toward shared understanding.

7. Stay on topic

We have little time and lots to accomplish.

8. Constructive criticism welcome, not complaints

Focus needs to be on improvement, not complaints!

9. Do not monopolize discussion

Give others chance to speak!

10. Respect

Other people's thoughts, ideas and suggestions (even if you don't agree with them)

11. Stay on mute

Don't forget to mute yourself after you have finished speaking.

12. Raise your hand / chat box

Use these features to indicate you want to talk if there isn't a place to naturally come into a discussion.

13. Be patient

Technology and different setups can mean that there's delay and technical hiccups, bear with us.

14. Take a breather

If you need to jump out of the meeting, that's ok. Come back when you're ready.

15. Talk to someone

If you're unsure about something or want to talk to someone, get in touch with the organiser or someone you feel comfortable talking to.

16. Be somewhere quiet

If possible, try to be involved in a quiet place and turn off anything you can that make noise (TVs, radios, etc.).