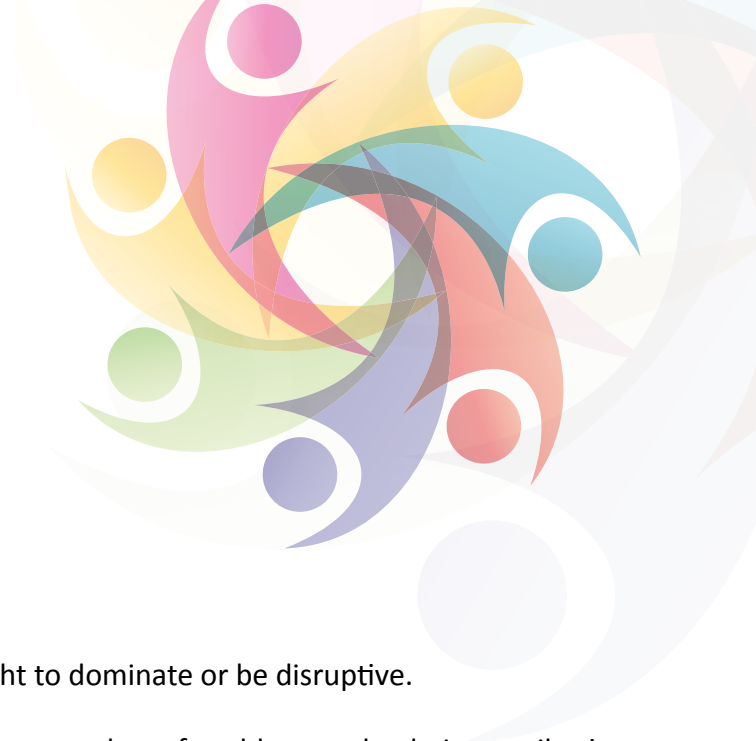


A guide to

Personal and Public Involvement (PPI)



Good meeting etiquette

MEETINGS are for the benefit of all - no person has the right to dominate or be disruptive.

EVERYONE should be addressed courteously and feel welcome and comfortable to make their contributions. No one should feel bullied, insulted or be verbally attacked by another member.

ENSURE that meeting times, agenda items and contributions are managed well so that the meeting runs on time.

TAKE time to prepare- read minutes, follow up on things you have agreed to do; check agenda, make notes on what you want say.

IMPROVE everyone's understanding - do not use jargon.

NEVER end a meeting without agreeing a decision or an action to progress for each agenda item.

GAIN - Remember meetings are an opportunity to **GAIN** information as well as **GIVE** feedback.

SUPPORT the Chair Person - whilst the Chair is ultimately responsible for managing the meeting, it is everyone's responsibility to make their job as smooth as possible.

For more information on Involvement, Co-Production and Partnership Working
please visit the Engage website
<http://engage.hscni.net>

KEY

Planning

Doing

Reviewing



PPI - Involving you, improving care

