



## Patients' Parliament Agreed Procedure at Meetings

### Preparation

- Read the relevant papers before attendance at the meetings
- Research on action points if applicable
- Prepare presentation, ensuring it is precise and factual
- Ensure what you want to bring up is on the Relevant agenda
- Be aware of the objective of the meeting
- A Minute taker to be appointed
- Apologies to be given to Health Link - To allow for refreshments
- If not attending send in planned contributions

### Participation

- Introduce yourself - First Name
- Involvement - All to be involved, all views are valued
- Inspiring presentations / informative
- Receive feedback on issues that have been given as action points
- Chair is interactive / assures smooth running
- Raise your hand for the Chair to be aware you have a point to contribute
- Wait for the chair to acknowledge
- Don't repeat yourself for the sake of it
- One at a time - chair to control
- Encourage all to contribute - Chair to ask directly if this is not happening
- Clear concise contributions
- Real issues can be expanded on
- Time divided when planning the meetings
- We can not minute things if they are not said within the meeting

### Follow - Up

- Minutes to be sent out by health Link
- Date on next meeting included
- Apologies to be given if applicable to Health Link
- To be notified about venue and Agenda items



- Contact Health Link if you wish to add anything to the agenda
- Follow up action points

## Patients' Parliament

### Protocol for small group meetings / activities

- Exercise caution - stating that we all agree, when in fact not everyone did!
- Listening
- Switch mobile phones off
- Respect for all within group
- Inclusion for all within group
- Confidentiality / anecdotal
- Participation - everyone given a chance
- Communication - don't speak over each other, address the whole group - not individual conversations
- Relevance - keep it to the point
- Avoid repetition
- Give examples
- Formalise structure - decide on chair - should be unbiased
- Patience
- Brevity - time element - clear and concise
- Recap at the end so all are agreed
- Vote on some occasions / general consensus on others