

Ground Rules

Heart to Heart is a supportive environment where people affected by heart conditions can meet others, share experiences and find encouragement in a relaxed and respectful setting.

To help Heart to Heart remain a welcoming and supportive space for everyone, we ask all participants to follow these ground rules:

1. **Respect** - Please treat everyone with respect and courtesy. Everyone's experience is different and all perspectives should be treated with understanding and kindness.
2. **Listen** - Please allow others to speak and try not to interrupt. Everyone should have the opportunity to contribute if they wish.
3. **Confidentiality** - Personal experiences shared in the group should be treated respectfully and confidentially. However, confidentiality cannot be guaranteed where there are concerns about a person's safety or wellbeing. Please respect the privacy of others.
4. **No Medical Advice** - This is a peer support group and not a medical clinic. Please share experiences rather than advice. Decisions about medication or treatment should always be discussed with your GP, pharmacist or cardiac team.
5. **Speak From Personal Experience** - Please speak from your own experience and remember that everyone's circumstances are different. What works for one person may not be right for another.
6. **No Pressure** - Please don't feel under pressure to speak or share personal experiences. People can take part as much or as little as they feel comfortable.
7. **Be Supportive** - The aim of the group is to support one another. Please help keep the group welcoming, positive and supportive.
8. **Emergencies** - If an emergency occurs, or if you have concerns about the safety or wellbeing of yourself or another participant, please alert a Sussex Heart Charity representative immediately.

Sussex Heart Charity reserves the right to take appropriate action where behaviour is considered inappropriate, disruptive, unsafe or inconsistent with the aims of the group.