

## **WOODGRANGE MEDICAL PRACTICE**

### **PATIENT PARTICIPATION GROUP –15<sup>TH</sup> May 2014**

#### **A G E N D A**

##### **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 and 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.**

##### **1. Welcome**

##### **2. Ground Rules**

##### **3. PPG Business:**

- **Opening of the meeting by Vice Chairperson**
- **Minutes of previous meeting by Secretary**

##### **4. - AGENDA**

- **Improving GP access - Frequent Attenders**
- **DNA policy**
- **CCG patient survey – PPG attendance**

##### **5. Any other business**

##### **6. Date of next meeting**