

WOODGRANGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP – 14th July 2016

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 Chairperson**
- **Minutes of previous meeting by Secretary**

4. - AGENDA

- a. **CQC visit – 19th May 2016**
- b. **NHS Choices and complaints**
- c. **GP Survey**

5. Any other business

6. Date of next meeting