

## **WOODGRANGE MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP –28<sup>th</sup> January 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. **GP Survey 2015**
- b. **Confidentiality – queue barriers in reception**

**5. Any other business**

**6. Date of next meeting**