

WOODGRANGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP – introductory meeting
28th September 2011 – 7pm

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.

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1. Welcome, introductions and thank you for coming.
 2. Guidelines and ground rules for the Group.
 3. Change in Opening Hours.
 4. Funding issues.
 5. Flu clinics/Chronic disease management.
 6. Brainstorming session.
 7. Conclusion/Round-up.
 8. Date of next meeting to be arranged.

1.	<p>KC – Ops Manager Dr SJP - Partner NP – Practice Secretary</p> <p>Please write your first name on a label and stick this to your lapel.</p>
2.	<p>Go through the guidelines. - Read guidelines and explain.</p>
3-5	<p>SJP</p> <ul style="list-style-type: none"> - Change in opening hours - Funding issues - Flu clinics - Management of chronic diseases
6	<p>Brainstorming Session. Open to group to come up with ideas for future at WMP. Your Group – your meeting. We are here to support.</p>
7	<p>Conclusion and round-up.</p>
8	<p>Date of next meeting.</p>