

## WOODGRANGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP – introductory meeting  
6<sup>th</sup> July 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.

1. Introduction, welcome and thank you for coming.
2. Guidelines and ground rules for the Group.
3. Contact Details.
4. Presentation.
5. Chairman and Secretary to be appointed.
6. Conclusion/Round-up
7. Date of next meeting to be arranged.

1.	<p>Firstly let me introduce myself – KC – Ops Manager.</p> <p>Dr YIP – senior Partner  DK – Gen Manager  NP – Co Sec</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.	<p>Presentation.</p>
4.	<p>What will WMP do for your PPG?  We will facilitate your Patient Participation Group. This means that we will meet here at the practice around once every three months. We will listen to your ideas and if possible put these into practice. We will publish information and reports from the PPG on a dedicated notice board, also will be available on our website.</p>
5.	<p>What will it mean for you to be a member of your PPG?  Commit to attending a meeting once every three months.  Abide by the ground rules of the Group.  Let us know what issues concern you and give us ideas and proposals for improvements and suggest new initiatives.</p>
6	<p>We would like to take a note of your email addresses if possible and if not telephone numbers. Please ensure that you sign our Attendance Register and add contact details to that.  Thank you.</p>
7.	<p>Chairman and Secretary – any nominations? Could you please agree between you by the date of the next meeting who your Chairman or Chairwoman will be and who will be the Secretary. As this is your group it is important that you elect these members.</p>
8.	<p>Summarise the meeting – going forward.</p>
9.	<p>Date of next meeting.</p>