

## **WOODGRANGE MEDICAL PRACTICE**

### **PATIENT PARTICIPATION GROUP – 11<sup>TH</sup> July 2012**

#### **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 Group business**

- **Opening of the meeting by Chairperson.**
- **Minutes of Previous Meeting by Secretary**

**4. PPG Work Plan**

- **Patient Survey – Report completed - what next?**
- **EMIS Web**
- **Olympics – how it will affect us**
- **List cleansing**
- **PMS Contract**
- **CCG countdown to 2013**
- **Patient Survey**
- **Rouksana Dyer – Engagement Officer – Training for PPG members LLHC 19.07.12 at 2.00pm. To contact Rouksana or Pritt**

**5. Feedback on current issues from the practice**

**6. Date of next meeting to be arranged.**

