

WOODGRANGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP – 13th June 2013

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. - Install BP and Height/Weight Machine

- **BP protocols**
- **Leaflet Rack**
- **Posters in Reception**
- **Newsletter**

5. Survey 2013-14!

- **Communication**
- **Patient Email addresses**
- **Patient alerts**

6. Difficult Patients/waiting times etc

7. NHS 111

8. Any other business

9. Date of next meeting