

WOODGRANGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP – 23rd February 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 – finalising!**
 - **Patient DNA (Did Not Attend) – how to tackle?**
- 5. Feedback on current issues from the practice.**
- 6. Open to Committee for ideas.**
- 7. Date of next meeting to be arranged.**