

## **WOODGRANGE MEDICAL PRACTICE**

### **PATIENT PARTICIPATION GROUP – 27<sup>th</sup> July 2011**

#### **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**

- **Election of chairperson and secretary.**
- **Frequency of meetings**
- **Quorum**
- **Annual review arrangements**

**4. PPG Work Plan**

- **Review ideas from first meeting.**
- **Prioritise into short, medium and long term objectives.**
- **Terms of reference.**
- **Patient Participation Group survey, suggestions/ideas.**
- **Communications and reporting back.**

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

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

