

# Dalefield Surgery

## AGENDA

**Title of Meeting:** Patient Participation Group (PPG)

**Date:** 1<sup>st</sup> December 2011

**Time:** 6.30pm – 7.30pm

**Venue:** Avondale Health Education Room

### Ground Rules of Dalefield Patient Participation Group

- |   |   |   |  |
|---|---|---|--|
| 1 | This meeting is not a forum for individual complaints and single issues   | 5 | Silence indicates agreement – speak up but always through the Chair! |
| 2 | Open & honest communication - & challenge between individuals<br>Be flexible, listen, ask for help and support each other | 6 | All views are valid and will be listened to                          |
| 3 |   | 7 | No phones or other disruptions                                       |
| 4 | Demonstrate a commitment to delivering results, as a group  | 8 | Start and finish on time, stick to the agenda                        |

Item No.	Subject	Paper/ Verbal	By Whom
1	Welcome, Introductions, Apologies		Marie
2	What do we want from this PPG		
3	What do we want from this meeting		
4	What we don't want from this meeting		
5	Frequency of meetings		
6	How Dalefield compares with other local GP surgeries - attached data		
7	How can we improve Patient Communication - Newsletter - Website - Suggestion Box - Notice Boards		