

# ***Patient Participation Group***

East Lynne Medical Centre

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## **East Lynne Medical Centre – Patient Participation Group Agenda – Wednesday 17<sup>th</sup> July 2019 6:30pm**

### **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, 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 listened to.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

- **Welcome and apologies**
- **Introductions – Pauline Mann and Jane Chapman**
- **Minutes and Corrections from last meeting**
- **Surgery report from Pauline Mackenzie, Practice Manager**
- **Chairman’s Report**
- **Patient feedback forms**
- **Any Other Business / Questions regarding PPG or surgery (time allowing)**
- **Close**

**Thank you for attending.**

An independent group of patients working in partnership with the surgery for the benefit of its patients and staff.