

LAYTON MEDICAL CENTRE

Patient Participation Group – Introductory meeting

Thursday 2nd June 2011 at 5.00 – 6.00pm

agenda

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 will be listened to
- no phones or other disruptions
- we will start and finish on time and stick to the agenda

1. Aims and objectives
2. Welcome and introductions
3. What do we want from this meeting ?
4. What do we want from a PPG ?
5. What we don't want from a PPG ?
6. Being representative
7. Next steps