

Patient Participation Group
Monday 9th January 2017
6.00 pm at the Practice

	Time plan	ITEM
1.	6:00	Welcome and Introductions
2.		Apologies for lateness/absence
3.	6:05	Minutes of last meeting
4.	6:10	Matters Arising (not covered elsewhere)
5.	6:15	Practice Update Best Practice - MI
6.	6:25	2017 Action Planning including: <ul style="list-style-type: none"> • <i>Confirmation of Annual General Meeting Date (SC) and Plan</i> • <i>Actions to support the Practice (information from partners where PPG can support CQC report including update on following topics – MI & SC to update)</i> <ul style="list-style-type: none"> • <i>A&E attendances by Willowbrook patients</i> • <i>DNAs</i> • <i>Appointments system.</i> • <i>PPG action plan with provisional events plan</i> • <i>Newsletter</i>
7.	7.10	10 point PPG excellence quest
8.	7:20	Topics for next meeting
9.	7:25	Any Other Business