

Ashville Medical Practice Patient Reference Group Agenda

22nd January 2015

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Administrator)
Patient Reference Group Members

Agenda Items

1. **Actions Update**
2. **Welcome new members**
3. **Practice News**
4. **Priorities Action Planning- PPG Report and sign off**
 - Appointments- change made end of April
 - Patient Reference Group- increase the number of members to enable more diverse representation of the practice population
 - Obtaining feedback/Communication- Encouraging feedback in the form of suggestions and comments
5. **Complaints, Compliments and Suggestions**
6. **Patient Survey Results**
7. **Patient Council**
8. **AOB**