

BIRCHDALE ROAD MEDICAL CENTRE

**AGENDA FOR PATIENT PARTICIPATION GROUP
ON 8th NOVEMBER 2018**

Set Rules:

- **The meeting needs to start on time and finish on time.**
- **Meeting should be based on the agenda for that meeting.**
- **No phones or disruptions.**
- **This meeting is not for individual complaints or single issue.**
- **Everyone should have their say and suggestions and how to support the service.**
- **All views will be listened too.**

- 1. MINUTES OF THE LAST MEETING**
- 2. TERMS OF REFERENCE**
- 3. CARE QUALITY COMMISSION (CQC)**
- 4. PATIENT EXPERIENCE**
- 5. AOB**

Next meeting 31/01/2019 AT 6.30PM