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12:30

**PPG AGENDA**

1 Develop a Patient Reference Group (PRG)

2 Agree areas of priority with the PRG

* Patients priorities and issues
* Practice priorities and issues
* Planned practice changes
* Care Quality Commission (CQC) related issues
* National GP patient survey issues

3 Collate patient views through the use of a survey

4 Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

5 Agree action plan with the PRG and seek PRG agreement to implementing changes

6 Publicise actions taken – and subsequent achievement