

# **Rosewood Practice Patient Participation Group**

## **AGENDA**

**Wednesday 4<sup>th</sup> December 2013 at 2pm-3pm**

**Welcome and apologies**

**Purpose of the group**

**The purpose of the group is to discuss about the services offered by the practice and any improvements to be made.**

**Ground Rules**

**Group should not be seen as a complaint platform**

**As per patient Confidentiality no personal issues should be discussed**

**Everyone's views must be listened to and respected**

**No discrimination will be tolerated**

- 1. CHUHSE- Out of hours services**
- 2. Cut down on A&E – only for emergencies**
- 3. The appointment system**
- 4. New Osteoporosis Clinic**
- 5. AOB**
  
- 6. Date of next meeting is 07.01.2014**