

Ashville Medical Practice Patient Reference Group Agenda

October 2014

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**
 - Appointments
 - 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. **Friends and Family Test**
7. **Patent Records Online**
8. **Patient Council**
9. **AOB**