

Ashville Medical Practice Patient Reference Group Agenda

January 2017

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)

Claire Horbury (Administrator)

Patient Reference Group Members

Agenda Items

1. **Actions update**
2. **New members introduction**
3. **Practice news**
4. **In year improvements**
5. **Appointment numbers**
6. **Complaints/compliments**
7. **Patient council**
8. **AOB**