



SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP

THURSDAY 10<sup>TH</sup> JANUARY 2019

4.30PM – BARMSTON MEDICAL CENTRE

A G E N D A

1. Apologies for Absence – Terence Clembintson, David Robinson
2. Minutes of the previous meeting held on 8<sup>th</sup> November 2018
3. CQC Report and Feedback
4. IVR Telephone Bookings
5. Carers Recognition Award
6. Friends and Family Data
7. Complaints/Significant Events.
8. Recruitment
9. PPG participation 2019
10. Any Other Business