

PATIENT PARTICIPATION GROUP

Thursday 8<sup>th</sup> November 2018

4.30PM-6PM

LOCATION: Pennywell Medical Centre

Please note time change

1. WELCOME AND INTRODUCTIONS
2. APOLOGIES FOR ABSENCE
3. MINUTES OF THE PREVIOUS MEETING – Matters Arising
4. PRESENTATION – PRACTICE PHARMACIST (Polly Cranmer)
5. TRANSFORMATIONAL JOURNEY - SGPA
6. DIGITAL PLATFORM – SUNDERLAND GP ALLIANCE
7. FRIENDS & FAMILY – Patient feedback
8. RECRUITMENT
9. CQC VISIT
10. DEMENTIA FRIENDS GROUP
11. COMPLIMENTS/COMPLAINTS - OVERVIEW
12. PATIENT OCTOBER NEWSLETTER
13. CARING FOR CARER'S AWARD



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14. LEARNING DISABILITIES AWARD

15. DATE AND TIME OF NEXT MEETING 10<sup>th</sup> JANUARY 2019 5PM – BARMSTON  
MEDICAL CENTRE

WORKING TOGETHER FOR PATIENTS & PRACTICES

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