

Agenda

Patient Experience & Engagement Group
Via MS Teams

31st January 2023 – 15:00 – 16:30

No	Time	Item	Presenter	Attachments
		Apologies: Lorraine Hesketh [REDACTED]	Chair R Tindale	
1.	15:00 – 15:05	Welcome & Introductions	Chair R Tindale	
2.	15:05 – 15:10	Minutes and Action log from the previous meeting	Chair R Tindale	
3.	15:10 – 15:20	Patient Story: Medicine Maternity	[REDACTED] R McCarren C Stanford	

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4.	15:20 – 15:25	Friends & Family Test	E Rogers	
5.	15:25 – 15:30	Local Patient Satisfaction Survey	E Rogers	
6.	15:30 – 15:40	Medicine Division: Divisional Patient Experience Update	R McCarren	
7.	15:40 - 15:50	Maternity: Divisional Patient Experience Update Improvement of Friends and Family test – maternity.	C Stanford	
8.	15:50 – 15:55	Patient, Carer, Family, Friends Experience & Engagement Strategy 2022 - 2025	E Rogers	
9.	15:55 – 16:00	EDS2022		
10.	16:00 – 16:05	Carers Update • Carers Passport • Carers Policy • Carers Care Plan • Carers Badge	E Rogers	Verbal update



No	Time	Item	Presenter	Attachments
11.	16:05 – 16:10	Dementia update Rita Scheme	██████	#
12.	16:10 - 16:20	Complaints Compliance Update Medicine Complaints Update	██████ R McCarren	Verbal Update #
13.	16:20 – 16:25	Healthwatch update	██████	
14.	16:25 – 16:30	AOB and close • Volunteer Experience re Industrial Action	All	
		Date & Time of Next Meeting: 28th February 15:00 – 16:30 – via Teams link		

