



Patient group meeting  
AGENDA  
Tues 16<sup>th</sup> July

Welcome & Introductions

Update on Listening Practice Action Plan

Demo of website

Newsletter

Feedback sessions in waiting room

“The Right Conversation” project

Ethnicity & pt experience

Annual assembly

Review of free text responses from survey

Other actions

NHS APP- Sarah McNally, Patient Support team

Care Quality Commission (CQC) update

Staffing update

SMP practice development plan 2019-21, summary

Chapelton carnival

Any other business

Next meeting October 17<sup>th</sup> 1pm-2.30pm