

**AGENDA**  
**FOR THE MEETING OF LINDEN PATIENT PARTICIPATION GROUP**  
**TO BE HELD ON TUESDAY 5th May 2015**  
**AT STAPLEFORD HEALTH CENTRE AT 7.00PM.**

- 1     **Present and Apologies**  
  
      **Declarations of interest**
  
2.     **Minutes of the previous meeting**  
      To approve the minutes of the 7th April 2015 Patient Participation Group meeting
  
- 3     **Matters arising**
  
- 4     **Patients Issues**
  - Issues from any patients attending the meeting
  - Review suggestions from suggestion boxes.
  - CQC review from patients
  - Progress of the complaint to NHS England & CCG.
  
5.     **Practice Update**
  - Update from Fares on previous meeting issues**
  - Friends & Family survey
  - Patients database *£*
  - Report on suggestion logistics
  
- 6     **Patient Reference Group**
  - Feedback from Recent Meeting
  - Mystery shopper
  
- 7     **Patient engagement**
  - Open Meeting (progress)
  - June 2015 AGM
  - Update on the Loop system
  
- 8     **Future Actions**
  - Actions going forward
  
- 9     **Items to be raised going forward**
  
- 10    **Any other business**

**Date of the AGM Tuesday, June 2nd at Wollaton**