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Description automatically generated]()**Agenda**

**Friends of the Nightingale Practice feedback meeting**

Thursday 17th August, 4:30pm – 5:15pm

This meeting will be held online on a Zoom call.

Here is the link: [https://us05web.zoom.us/j/4213368828?pwd=KzBSY3A1VEpOWkJYSk1uUlhnd01Ddz09](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fus05web.zoom.us%2Fj%2F4213368828%3Fpwd%3DKzBSY3A1VEpOWkJYSk1uUlhnd01Ddz09&data=05%7C01%7Cdavid.how%40nhs.net%7C8832e6f640e5435eca9408db98cbe8d0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638271773765763895%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=v4%2Ffjq8BqZ9QB4NRj22iJcli%2B3FPrmzELp3t99qknGE%3D&reserved=0)

The passcode to join the meeting:

Meeting ID: 421 336 8828

Passcode: dTuX2j

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| --- | --- | --- | --- |
| **Item** | **Timing** | **Description** | **Presenter** |
|  | 4.30pm  (5 mins) | **Welcome and introductions** | |
| 1. | **4.35pm**  (15 mins) | **2023 Patient survey results** | **Dr Nisha Patel**  **GP Partner** |
| 3. | **4.50pm**  *(15 mins)* | **Cloud based telephony** | **Dr Nisha Patel GP Partner** |
| 4. | **5:05**  *(10 mins)* | **ICB Practice improvement funds** | **Jill White**  Practice manager |
| 5. | **5:05**  *(10 mins)* | **A.O.B Summary & Close** | **Jill White**  *(Practice Manager)* |

**Friends of Nightingale Practice:** *the role of a Patient Participation Group*

The role of a Patient Participation Group (PPG) is to act as a bridge between patients, carers and the practice. To help the group become more accessible to a wider range of patients, the name of the group has changed to be *Friends of Nightingale Practice*.

**What’s the purpose of this group?**

This group exists is to help ensure that all patient voices are heard about what matters most. Why? To deliver great care that meets needs of our community.

**What do we do at meetings?**

We listen to and discuss people’s feedback. We also discuss and plan activities and work to continue improving people’s experiences of care at The Nightingale Practice.

**How we work together:**

* We bring a positive, curious attitude
* We are respectful and welcoming of everyone
* We keep to the agenda
* We discuss personal issues outside the meeting with the Practice Manager or GP
* We speak one at a time
* We listen to people’s feedback and experiences. We contribute our ideas, support and feedback.

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