

# Agenda



## Friends of the Nightingale Practice feedback meeting

Thursday 9<sup>th</sup> December, 4pm – 5pm

This meeting will be held online on a Zoom call.

Here is the link: <https://zoom.us/j/91537116300?pwd=L3JOTnRvR0RFVDJwMTBoV0lkeW54QT09>

Meeting ID: 915 3711 6300

The passcode to join the meeting: Td1UNa

| Item | Timing                     | Description   | Presenter                               |
|------|----------------------------|---|---|
|      | 4:00pm<br>(5 mins)         | <b>Welcome and introductions</b>  |   |
| 1.   | <b>4.05pm</b><br>(20 mins) | <b>Presentation on Hackney Downs Primary Care Network (PCN'S)</b>         | <b>Dr Eleanor Jacob</b><br>GP Partner   |
| 3.   | <b>4.25pm</b><br>(15 mins) | <b>Questions from the group</b>   | <b>Patient Group</b>                    |
| 4.   | <b>4.40pm</b><br>(10 mins) | <b>AOB – What would you like to know about?<br/>Future presentations.</b> | <b>Patient Group</b>                    |
| 5.   | <b>4.50pm</b><br>(10 mins) | <b>Summary &amp; Close</b>  | <b>Jill White</b><br>(Practice Manager) |

*The Friends of Nightingale Practice act as a bridge between patients, carers and the GP Practice.  
We help ensure that all patient voices are heard about what matters most to them.*

## 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?

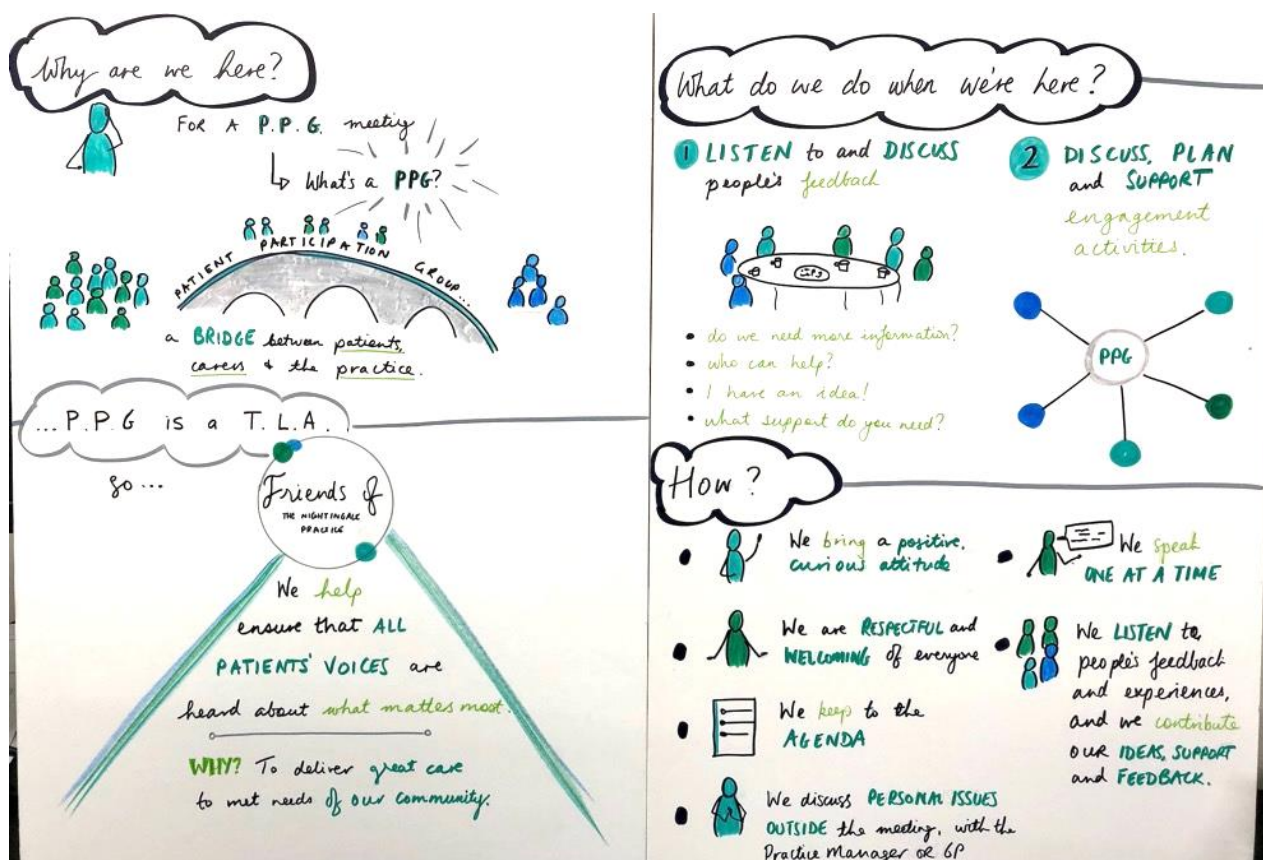
This group exists to help ensure that all patient voices are heard about what matters most. Why? To deliver great care that meets needs of our community.

### 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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# NIGHTINGALE

listening to patients and carers  
2019 GP PATIENT SURVEY + WAITING ROOM INTERVIEWS



# PRACTICE

waiting room interviews

