

**PATIENT EXPERIENCE FORUM
AGENDA**
(updated 27/04/16)

Date **Tuesday 3 May 2016**

Venue **Syndicate Room, WMI, Building 11,
New Cross Hospital**

Time **2.00 pm – 4.00 pm**

Item No	Item Description	Time	Lead
1	Apologies for Absence	14.00	Chair
2	Minutes of Previous Meeting (Tuesday 2 February 2016)	14.00	Chair
3	Matters Arising from the Minutes	14.05	Chair
4	Car Parking - Update	14.15	Pete Gibbons
5	Patient Experience Survey – Research and Development	14.25	Chair
6	Healthwatch Feedback	14.35	Healthwatch
7	RWT Social Media Campaign	14.45	Chair
8	Update – Urgent and Emergency Care Centre and Urgent Care Centre	14.55	Chair
9	Open and Honest Care Policy	15.05	Chair
10	Engagement with Sikh Community	15.15	Chair
11	Setting up of Sub-Committee to look at setting up the Equality Delivery System	15.25	Chair
12	Recovery House	15.35	Chair
13	Attitude of Staff	15.40	Chair

14	RWT Annual Quality Account	15.45	Chair
15	Future Agenda Items	15.50	Chair
16	Any Other Business	15.55	Chair
17	Date and Time of Next Meetings: Tuesday 12 July 2016 – 2.00-4.00 pm, West Park Tuesday 6 September 2016 – 1.15-3.15, Cannock Hospital Tuesday 29 November 2016 – 2.00-4.00 pm, Room 6, New Cross Hospital	16.00	Chair

NB. Could any Members who require any special arrangements to be made to enable attendance at the meetings, please contact Clair Worrall on 01902 307999 (ext. 8763)