





**ACTION POINTS FROM THE PATIENT EXPERIENCE AND INVOLVEMENT GROUP**  
19.4.2017

<b>Action No.</b>	<b>Due From:</b>	<b>Action Required:</b>	<b>Required by:</b>	<b>Completed:</b>	<b>Outcome:</b>
1.	<b>Paul Steele</b>	Paul to send Healthwatch an updated press statement for the Falls Response Car to put in their Newsletter after a decision has been made at ELT.	<b>May 2017</b>		<b>Verbal update provided at Health Comms group and update sent via email</b>
2.	<b>Jenna Matthews</b>	Jenna to send round the Hip and Knee referral engagement plans with the notes.	<b>May 2017</b>		<b>Jenna to Send round with Agenda and Minutes on 17/05/2017</b>
3.	<b>Paul Steele</b>	Paul to create a flow chart of services which will include both positive and negative experiences	<b>May 2017</b>		<b>Further meeting set up to speak to Cath Lewis once back from leave.</b>
4.	<b>Melissa Halligan</b>	Melissa to send over the Public Health Communications Calendar for Jenna to send with the notes.	<b>May 2017</b>		<b>Jenna to Send round with Agenda and Minutes on 17/05/2017</b>
5.	<b>Jenna Matthews</b>	Jenna to liaise with Melissa Halligan regarding Matt Davies to attend the next PEIG and update on the Falls Car.	<b>May 2017</b>		<b>Matt to update Engagement Activities at the next PEIG on 24/05/2017</b>