






ACTION POINTS FROM THE PATIENT EXPERIENCE AND INVOLVEMENT GROUP 25.01.2017

Action No.	Due From:	Action Required:	Required by:	Completed:	Outcome:
1.	Paul	Provide the group with a briefing on the work around urgent care.	March 2017		
2.	Paul	Provide the group with feedback from the public event held on the 19.01.2017	February 2017		The summary will be available in draft format
3.	Paul	Provide the group with a definition of the term 'biosimilars'	February 2017		A biosimilar (also known as follow-on biologic or subsequent entry biologic) is a biologic medical product which is almost an identical copy of an original product that is manufactured by a different company. Biosimilars are officially approved versions of original products.
4.	Carrie	Provide the group with an update on IASH following the comments raised at the meeting in December regarding the engagement and communications plan for the programme			
5.	Paul	Provide the group with a draft workplan for discussion and comments.	Feb / March		
6.	Paul	Provide an update to the social inclusion network group regarding the outcomes of the CCGs consultations	February 2017		Attending meeting and provided the group with an update on outcomes. Also agreed to present as guest speaker at the meeting In March

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7.	Paul	Provide an update to the group with the four practices involved in the third party ordering pilot	February 2017	✓	Phase one: Longton and Crossroads – 6 March communications to patients will be sent out WC 6 th Feb Phase two: Mill Street & Central – 20 March Communications to patients will be sent WC 20 Feb
8.	Jenna	Provide the group with dates of future meetings from April onwards	February 2017	✓	Dates attached with Agenda etc for this meeting
9.	Paul	Speak to Kerry RE: developing an engagement and communication plan for the falls prevention work.			
10.	Kerry	To attend the next meeting to discuss the papers submitted in January	February	✓	
11.	Paul	Contact St Helens Foodbank regarding the CCGs decision to stop prescribing Gluten Free products on prescription.	January	✓	Ask the foodbank to keep in contact with the team regarding anyone who access the service and is affected by this change
12.	Paul	Speak to David McBride to provide the group with updates as and when required regarding the GP 5 year forward view	January	✓	Email sent to David
13.	Paul	Amend the Engagement, Involvement and Communications assurance document to ensure timescales are clear and specific. i.e Q1	February	✓	Done as much as possible, as we have provided specific months this may change as month progresses
14.	Paul	To forward the Healthwatch report to primary care to make them aware of the feedback received regarding primary care	January	✓	Report sent team to review, future report will also be sent
15.	Jenna	To promote Healthwatch patient friendly practice award through the CCG fortnightly bulletin	January	✓	Article added to GP bulletin on Friday 27 January
16.	Paul	To update the Engagement, Involvement and Communications plan around gluten free to clearly demonstrate how we are disseminating messages to the public and groups.	February	✓	Need to run through plan with medicines management

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17.	Paul	To amend the patient experience survey to reflect initial comments made by the group.	January		Updated survey sent to Quality team to be discussed at Quality Committee. Further reviews of the survey will be carried out once implemented.