

**ESCCG Patient Reference Group**  
**Thursday 18<sup>th</sup> June 2015 – 7.00 pm to 9.30pm**  
**Nutfield Lodge, Redhill**  
(Nutfield Lodge, Nutfield Road, Redhill, RH1 4ED)

<b>7.00</b>	<b>Welcome and introduction to tonight's meeting</b> – David Congdon, Lay Member <ul style="list-style-type: none"> <li>• Any Declarations of Interest</li> </ul>
<b>7.05</b>	<b>You said, We Did</b> – Carol Rowley <ul style="list-style-type: none"> <li>• Carol will describe how comments from patients change the way things happen. She will also include opportunities for those who would like to become more involved.</li> </ul>
<b>7.15</b>	<b>CCG Update</b> – Elaine Jackson, Chief Operating Officer, NHS ESCCG.
<b>7.30</b>	<b>Patient Online</b> – Ruth Adekoya, Implementation Lead, NHS England <ul style="list-style-type: none"> <li>• Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including the ability to book online appointments, request repeat prescriptions and at present, look at a summary of medical records online inclusive of allergies, adverse reactions and medications.</li> </ul>
<b>7.50</b>	<b>Fair Shares for East Surrey</b> – Stella Price
<b>8.05</b>	<b>Self-Care Forum</b> – Carol Rowley
<b>8.20</b>	<b>Tea and Coffee Break</b> and Networking
<b>8.40</b>	<b>Around the PPGs</b> – David Congdon
<b>9.00</b>	<b>PALS and Complaints</b> – Carol Rowley
<b>9.15</b>	<b>Website and Newsletter</b> – David Congdon
<b>9.30</b>	<b>Finish</b> <ul style="list-style-type: none"> <li>• Date of next meeting - Thursday 15<sup>th</sup> October 2015, Nutfield Lodge</li> </ul>

