



Healthcare Central London

Federation Patient Participation Group (PPG)

AGENDA

Date:	23/01/2024	Time:	5:30pm-7:00pm
Venue:	Microsoft Teams/ F2F at HCL		

Item	
1	Welcome to the HCL PPG
1.a	Intro to HCL and the Federation.
1.b	Ice breaker + Housekeeping
1.c	What is a Patient Participation Group?
2	Projects at HCL
2.a	Outlining our plans and explaining more about telephony Question one shared with the group <i>What do you like AND dislike about Contacting your practice by phone?</i> Breakout sessions
2.b	Question two shared with the group <i>What are your thoughts around the possibility of a Central Hub taking some calls on behalf of your practice?</i> Breakout sessions
2.c.	Question three shared with the group <i>What information would you like to have about the Central Hub and how?</i> Breakout sessions
3	Q&A/Feedback
4	Wrap up/Finish

Next meeting

Next Meeting date: Tuesday 9th April 2024, Time: 5:30pm – 7:00pm

Location: Hybrid F2F at HCL / Virtually via Microsoft Teams.