

Patient Participation Group – Agenda

Tuesday 19th September 1-3pm

1. **Apologies** (All)
2. **Matters Arising** from previous meeting (All)
3. **Modality Performance (key indicators – targets v. actual)** (JD)
4. **Modality Update:** (JD/SP)
 - **Klinik, Web & Phone Systems – progress report**
 - **Staffing & Resource Update – central teams and each practice**
 - **Systems & Resources for PPG – progress report**
 - **Other Important Issues**
5. **PEG Escalations** (IB)
 - Modality website issues**
 - Queues at South Lewisham reception**
 - Texts messages**
6. **PPG Activity Update** (AC)
7. **Any Other Business** (All)
8. **Date of Next Meetings** (All)