# http://www.westnorfolkccg.nhs.uk/sites/default/files/color/NHS-145ab328/logo.pngIntegrating Public Feedback on Care

**28th January**

**Bishops Lynn House**

**Market Place, King's Lynn, Norfolk PE30 1JW**

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| **From 9:15** | **Registration and refreshments** |  |
| 9:30 - 10:00 | Welcome and introduction:* Aims of the afternoon
* Joining up Services on Care Pathways
 | **Hanne Lene Schierff,** West Norfolk CCG**Tim Hunt**, Education Services Manager, Patient Opinion |
| 10:00 – 10:40 | Why Patient and Care Opinion? * Overview and Review of Functionality
 | **Tim Hunt**, **Sarah Ashurst,** Senior Subscriber Support Officer |
| 10:40– 11:10 | *Group Session:* Exploring the Value of integrated feedback along Care Pathways | **Tim Hunt****Sarah Ashurst** |
| **11:10 – 11:20** | **Refreshment break** |  |
| 11:20 -11:30 | *Discussion:* Increasing the Impact of Public Involvement across the Local Network  | **Tim Hunt****Hanne Lene Schierff** |
| 11:30– 12:15 | *Group Session:* Implementation Planning-Action Plan for Each Participant | **Tim Hunt****Sarah Ashurst** |
| 12:12 – 12:30 | Conclusions and Final Questions  | **Tim Hunt****Hanne Lene Schierff** |