# C:\Users\Sarah Ashurst\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\4DC6KX5J\NHS GYW CCG_HealthEast_2col_Oct13.jpgIntegrating Public Feedback on Care

# Monday 1st December 2014

Kings Centre, NR31 0LE

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| **From 12:15** | **Registration and refreshments** |  |
| 12:30 - 13:00 | Welcome and introduction:   * Aims of the afternoon * Summary of Palliative End of Life Care project | **Maggie Parsons**, Programme Manager, Cancer, Palliative End of Life Care and Programme Lead for the Norfolk and Suffolk Palliative Care Academy  **Tim Hunt**, Education Services Manager, Patient Opinion |
| 13:00 – 13:40 | Why Patient and Care Opinion? | **Paul Hodgkin**, Founder & Chair, Patient Opinion |
| 13:40– 14:10 | *Group Session:* Exploring the Value of integrated feedback | **Tim Hunt**  **Paul Hodgkin** |
| **14:10 – 14:20** | **Refreshment break** |  |
| 14:20 -14:30 | *Discussion:* What does regional implementation look like? | **Tim Hunt**  **Paul Hodgkin** |
| 14:30– 15:15 | *Group Session:* Implementation Planning-Shared Approach. | **Tim Hunt**  **Paul Hodgkin** |
| 15:15 – 15:30 | Conclusions and Final Questions | **Tim Hunt**  **Maggie Parsons** |