

**Minutes of the Patient Participation Meeting  
Held on 14.05.2024**

**Present:**

Mr Martin Layton	Patient representative (Chair) (ML)
Mrs Veronica Afrin	Patient representative (VA)
Louise Fowler	Manager (LAF)
Angela Thompson	Manager (AJT)
Tracey Walker	Operations Manager (TW)
Ridhima Pareek	Operations Manager (RP)

**1.0 Apologies for Absence**

Mrs Rosemary James	Patient representative (RJ)
Mrs Marilyn Maguire	Patient representative (MM)

**2.0 Minutes of the Previous Meeting:**

The minutes of the previous meeting held on 26.03.2024 were agreed as true and accurate of events.

**3.0 Matters Arising:**

- February's DNA numbers were compared with April, showing a significant drop. Members were informed about the new processes and their effectiveness.
- PPG members were informed that the 'Name that Teddy Easter raffle' winner was announced and had collected the prize.

**4.0 Annual Complaint Review:**

All formal complaints received between 01.04.2023 and 30.03.2024 were discussed anonymously.

**5.0 Future Agenda Items:**

- Planning and Organising the Open Day
- Activity Data – Frailty

**6.0 Any Other Business:**

LF provided a brief overview of new Frailty reviews, including targets and templates.

**7.0 Date and time of future meeting**

To be confirmed.