Appendix 7. CP&QT Provider Quarterly Meeting Agenda

Contract Performance & Quality Team

Provider Quarterly Meeting Agenda

Date:	Time:	Venue:		
Attendees:				
Apologies:				
Agenda: The agenda will be	based on the Provider Submiss	sion. Officer Submission and Perso	on Conversation to ensure that any	issues identified are

Agenda: The agenda will be based on the Provider Submission, Officer Submission and Person Conversation to ensure that any issues identified are discussed/ Clarified and action/s agreed to mitigate. This will also include areas of good working practise.

Matters Arising		Discussion / Actions
Policies, Procedures & Processes	Organisational Flowchart Introduction / Welcome Information Pack Health & Safety Medication Dementia Quality Assurance Fire Risk Assessment First Aid Business Continuity End of Life Equal Opportunity Recruitment & Selection Death Nutrition & Hydration Supervision Human Resources	
Agencies Organisations Membership	Evidence of working with Agencies / Organisations to meet Customer Outcomes N' Provider Forum Attendance N' Provider Forum Feedback Form Provider Forum Involvement	
Customer Information	N' Active Customers N' Active Care Plans N' Reviewed Care Plans N' Case Study Analysis	
Staff Information	N' Staff N' Staff Leaving / Joining N' of staff supervisions conducted N' Attendance at HCC Training N' Attendance at Other Training	
CP&QT Concerns / Issues	N' of compliments / complaints from service users relating to the service N' of safeguarding alerts N' of concerns forms raised	
CQC	Current Overall Rating Rating by Domain	
Provider Risks / Issues	Business change Market overview / behaviour Plans / Challenges / Support	