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|  | Patient Opinion learning event13 May 2014*City Hall, Norwich* |

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| **From 09:30 Coffee** |
| 10:00 - 10:30 | Welcome. How Patient Opinion fits with current policy imperatives | **James Munro**, chief executive, Patient Opinion |
| 10:30 – 11:00 | Working with Patient Opinion: what we’re learning | **Jon Fagge**, chief executive, NHS Norwich CCG |
| **11:00 – 11.20 Coffee/tea break** |

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| 11:20 - 11:40 | Practical Patient Opinion: what’s available and how to use it | **Sarah Ashurst**, subscriber support officer, Patient Opinion |
| 11:40 – 12:00 | Levels of engagement | **Ben Pathe**, business development officer, Patient Opinion |
| 12:00 – 12:20 | Patient Opinion as a tool for quality improvement and culture change | James Munro |
| 12:20 – 12:30 | Next steps | Sarah Ashurst |

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| **12:30 - 1:15 Lunch** |
| **Commissioner workshop** |
| 1:15-2:00 | Peer learning : Using Patient Opinion in monitoring and engagement  | Facilitated by the Patient Opinion team |
| 2:00 - 2:15 Comfort break |
| 2:15 – 2:55 | Peer learning: Using Patient Opinion in learning and change | Facilitated by the Patient Opinion team |
| 2:55 - 3:00 | Workshop close | James Munro |