

**ACTION POINTS**  
**COMMUNICATIONS COMMITTEE – 27 OCTOBER 2005**

	<b>Action point (and location in the minutes)</b>	<b>For the attention of</b>	<b>Action by (date)</b>	<b>Outcome</b>
<b>1.</b>	To prioritise and foster good working relationships with the Consumer's Association from 27 October 2005 ( <b>Public minutes, 7.2</b> )	CM/VN	ongoing	Sarah Dawson, Stakeholder Manager met with Fiona Nichols from the Consumers Association in September 2005 and has contacted her for a follow up meeting.
<b>2.</b>	To send the link of the HPC microsite that was under development to all Committee members for their review from 27 October 2005 ( <b>Public minutes, 7.3</b> )	CM/VN	As soon as possible	The Committee have already seen the microsite, following its launch in November 2005. The Committee have received verbal coverage from the Director of Communications.
<b>3.</b>	The Director of Communications to prepare a brief strategy of what the committee wants to obtain from its work with the Public Patient Involvement Group (PPI) from 27 October 2005 ( <b>Public minutes, 9.8</b> )	CM/VN	27 February 2006	The PPI Strategy is on the agenda.
<b>4.</b>	The Director of Communications to prepare a budget for the PPI work demonstrating the link to the overall	CM/VN	27 February 2006	The PPI budget and proposal are on the agenda.

	Communications departmental budget from 27 October 2005 ( <b>Public minutes, 9.10</b> )			
5.	To revise the service standard which advocated greeting everyone with a handshake and looking them firmly in the eye which did not adhere to all cultural norms as acceptable behaviour from 27 October 2005 ( <b>Public minutes, 11.4</b> )	CM/VN	27 February 2006	The Customer Services Manager has amended the standards to incorporate these changes. The revised Standards are on the agenda for the Committee's review.
6.	To revise the service standards to include a prompt at the conclusion of the call about whether there was any further information callers would like or how HPC staff could help further from 27 October 2005 ( <b>Public minutes, 11.5</b> )	CM/VN	27 February 2006	The Customer Services Manager has amended the standards to incorporate these changes. The revised Standards are on the agenda.
7.	To review the service standards, as if they were to be integrated into the performance review of staff as currently produced they were not easily quantifiable from 27 October 2005 ( <b>Public minutes, 11.5</b> )	CM/VN	ongoing	A review is currently taking place regarding the ways in which we can quantify the customer service standards.



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