

## NQB(14) 1st Meeting

### NATIONAL QUALITY BOARD

**MEETING** to be held at **Skipton House (Room 124A), 80 London Road,  
London, SE1 6LH**

**Tuesday 25 February 2014, 13.00 – 16.00**

#### AGENDA

*Bruce Keogh in the Chair*

Lunch will be available from 12.30

<b>1. Welcome and minutes of the last meeting</b>	Bruce Keogh
<b>2. Patient Safety</b>	Mike Durkin <i>NQB(14)(01)(02)</i>
<b>3. Human Factors Concordat Update</b>	David Haslam <i>NQB(14)(01)(01)</i>
<b>4. Patient Experience</b>	Don Brereton <i>NQB(14)(01)(03)</i>
<b>5. Complaints</b>	Anna Dixon <i>NQB(14)(01)(04)</i>
<b>6. System alignment for quality</b>	Amanda Hutchinson, John Stewart <i>NQB(14)(01)(05)</i>
<b>7. A.O.B</b>	Bruce Keogh