

**Service Review Meeting  
East of England Homecare Services  
Bupa Home Healthcare**

**Meeting to be held on:**

**At:**

**In:**

**AGENDA**

1. Welcome and introductions
2. Apologies for absence
3. Review of minutes of the last meeting
4. Matters arising from last minutes
5. Annual review of Key Performance Indicator results
6. Annual review of complaints
7. Annual review of patient safety incidents
8. Review of latest patient satisfaction questionnaire results
9. Activity planning for upcoming year
10. Review change requests and future service developments
11. Any other business
12. Date of next meeting