

<b>Matters Arising /Action Points from January and February 2015 Merton CCG Governing Body meetings</b>					MCCG GB 26.03.15
<b>Date</b>	<b>Item</b>	<b>Title and Action Required</b>	<b>Lead</b>	<b>Comments</b>	<b>Outcome</b>
20.11.14	6.1	<u>Complaints Report 2013/14</u> LS to take up the omission of information about the timeliness of the CSU's processing of, and responding to, enquiries and complaints with the CSU.	<b>LS</b>	Discussions with Commissioning Support Unit. To be included in future reports	Completed
29.01.15	5.1	<u>Chief Officer's Report</u> Communications and Engagement Strategy to be at March Governing Body meeting.	<b>LS</b>	To be presented in May to allow for a longer period of public engagement	May GB
		Emergency Preparedness Response and Resilience Action Plan_Strategy to be at March Governing Body meeting.	<b>LS</b>	On agenda	Completed
Author: Tony Foote					