

MINUTE

Customer Forum

Thursday 9 February 2017

Attendees

A Customer Forum Member
Dorothy Armstrong - SPSO Facilitator
Laura Carswell - Secretary / SPSO Advice and Outreach Officer
Ms F Douglas - Customer Forum Member
Gary Elliott - SPSO Complaints Reviewer
Emma Gray - SPSO Head of Communications and Engagement (Chair)
Dr S Harding - Customer Forum Member
Angela Monteith - Patient Advice and Support Service – CAB Leith
Mrs E Selkirk - Customer Forum Member
Fiona Sherry - Patient Advice and Support Service – CAB East Dunbartonshire
Ms L Watson - Customer Forum Member

1. Apologies: Mr J Dowson – Customer Forum Member
Jim Martin (SPSO Ombudsman) attended the pre-meeting only
2. Welcome and introduction
3. Setting ground rules for a constructive, confidential, respectful environment.
4. Purpose of the Forum: insight, challenge and feedback.
4. Members fed back their positive and negative experiences of SPSO service and suggestions for improvement
5. Improving the service - priorities and plans
6. Actions:
 - 6.1 SPSO to provide information about how the SPSO is engaging with Parliament to bring about greater powers in relation to recommendations and information sharing
 - 6.2 SPSO to provide information about its new learning and improvement unit
 - 6.3 Members to provide feedback on SPSO communications tools
 - 6.4 SPSO to discuss feedback from Forum members with their service improvement group, and at next meeting to update Forum members on any actions taken/ proposed.