

Governance & Resources Scrutiny Commission 14 th December 2016 Minutes of the previous meeting and Matters Arising	Item No 5
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OUTLINE

Attached are the draft minutes for the meeting on 14th November 2016 on pages 17-31 of the agenda.

Matters Arising

Action

The Head of Governance and Business Intelligence to update Commission on service areas under the complaints category 'other' in the report.

Response

Report with the information is provided on pages 33-34 of the agenda.

Action

The Head of Governance and Business Intelligence to update the Commission with the breakdown of complaints in the category 'quality of care'.

Response

In progress.

ACTION

The Commission is requested to agree the minutes and note any matters arising.