NON-CLINICAL PLT SESSION
Date: Tuesday 14th May 2024
Time: 1pm – 4:30pm
Venue: Online via Microsoft Teams

AGENDA		
1:00 – 1:10	Introduction and Welcome: • Update • Aim of the Session / Questions	Davina McDonald **Liaison Project Officer – Calderdale LMC Ltd**
1:10 – 2:10	NHS App - Training • What is the NHS App • What is available on the NHS App • How to use the NHS App • Online access • Inclusivity training • Have your say – Q&A	TBC **NHS Digital Transformation Team**
2:10 – 2:20 BREAK / FEEDBACK REQUEST		
2:20 – 3:20	Basic GDPR Training • Update on what has changed • Overview of data protection, handling requests, data sharing, information security, personal data breaches & records management • Effectiveness & accountability measures	TBC
3:20 – 3:30 BREAK / FEEDBACK REQUEST		
3:30 – 4:00	Customer Care • Quick wins • Understanding patient experiences • Making the most of patient areas • Q&A	TBC
4:00 FEEDBACK REQUEST		