

## Sharing Best Practice Workshop – Scotland

13 June 2012, 11.00 – 15.00

Queens Hotel, Leonard Street, Perth, PH2 8HB

### Agenda

11:00	<b>Coffee and tea</b>	
11:10	<b>Introduction</b>	Jim Gallacher
11:20	<b>Passenger Focus</b> Why we have to change	Robert Samson
11:50	<b>Working together and looking forward</b>	Prof Paul Salveson
12:20	<b>Lunch</b>	
13:05	<b>Discussion Groups</b> Sharing of groups' priorities for working with Passenger Focus	All Attendees
13:45	<b>Feedback from groups</b> Discussion	All Attendees
14:10	<b>Passenger Focus</b> The toolkit – initial ideas on what we can offer	Matthew Andrews
14:30	<b>Question &amp; Answer Session</b>	Chaired by Jim Gallacher
15:00	<b>Close</b>	