

Riverside and Tower House PPG

AGENDA

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| Date: Tuesday 15 th August 2023 | Time: 10.30 – 12.30pm | Venue: Riverside Surgery |
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| Item: | Subject: | Action: |
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| 1. | Welcome & Apologies | |
| 2. | Agree and sign notes of AGM meeting on 9 th June 2023 | All |
| 3. | <p>Matters arising: Review action points from AGM.</p> <ul style="list-style-type: none"> Repeat prescription problem raised 15months ago – BB asked for more information so this could be investigated. Practice telephone script Article regarding how appointments are managed for the patient newsletter. | |
| 4. | <p>Practice Update</p> <ul style="list-style-type: none"> Practice Pharmacist recruitment Cloud telephony Flu/Covid clinics Jade leaving – 25th August | |
| 5. | <p>Standing item: Report on key themes, issues or suggestions that have been identified by any member of the PPG to help ensure members are engaged.</p> <ul style="list-style-type: none"> Well Person Checks – (Jane) Practice website (Tony) Improving Practice Questionnaires (Sally) Signage for Riverside lift (Sally) Regularity of PPG meetings (Sally) | |
| 6. | <p>Standing item: Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> Friends and Family Test Suggestion Box NHS Choices Informal compliments - Clarity | |

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| 7. | Standing item: Feedback from Patient Participation Locality Forum | |
| 8. | Standing item: Feedback from PPG sub-group on improving patient feedback | |
| 9. | Standing item: Current list size and growth from last meeting? Previous meeting (09.02.2023) – 14,767 As of (09.08.2023) – 14,879 | |
| 10. | Standing item: Carers – Tony & Andrea (Carer Champion) | |
| 11. | Any Other Business | |
| 12. | Dates of next meeting: Tuesday 14 th November 2023 at Tower House Tuesday 20 th February 2024 at Riverside | |