

Riverside and Tower House PPG

AGENDA

Date:
Thursday March 26th 2020

Time:
10.30am

Venue:
Riverside Surgery

Item:	Subject:	Action:
1.	Welcome & Apologies	
2.	Agree and sign notes of meeting on	All
3.	Matters arising: <ul style="list-style-type: none"> Review action points from previous meeting 	
4.	Practice Update <ul style="list-style-type: none"> CQC ARR Call Outcome - BB Social Prescribing Update and introduction to carers fund initiatives from Andrea Warren - AW Coronavirus 'update'/discussion – AJC/BB Update on 'new style' diabetic checks - AJC 	
5.	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. <ul style="list-style-type: none"> Invitation for Connie from Bovey Memory Café to attend next meeting - MB Chudleigh Directory - MU Update on Paignton receptionist signposting scheme - ST 	
6.	Standing item: Review any patient feedback about the services delivered by the practice. <ul style="list-style-type: none"> Friends and Family Test – 17 Total Responses (15 V. Likely, 1 Likely, 1 Unlikely) Suggestion Box – No new responses NHS Choices – No new responses Patient Survey - BB 	

7.	Standing item: Feedback from Patient Participation Locality Forum - Meeting held 27/02/20	
8.	Increase in patient numbers since last meeting: 09/01/20 (Last Meeting) - 14388 Current - 14552	
9.	Any Other Business?	
10.	Dates of next meeting:	