

Riverside and Tower House PPG

AGENDA

Date: Tuesday 15 th November 2022	Time: 10:30am – 12.30pm	Venue: Riverside Surgery
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Item:	Subject:	Action:
1.	Welcome & Apologies	
2.	Agree and sign minutes of last CORE Group meeting on 16 th August 2022	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"> Nurse room upgrades started Expanding clinical space declined by LoF Solar panels starting to be installed at RS Electric charging project not yet started due to other projects Jade still to look at Friends and Family Section on Website 	
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"> eConsults/Carers (Tony) HRT and prostate support (Sally) Pros and cons of seeing allocated GP each time (Sally) Future of video consultations through Skype, Teams, Zoom & Whatsapp (Tony) NHS App (Tony) Physio clinics (Sally) Devon Doctors (Sally) Patient demographics (Sally) Phone appointments reminders (Sally) 	
6.	Standing item: Review any patient feedback about the services delivered by the practice.	

	<ul style="list-style-type: none"> • Friends and Family Test - Jade to report at meeting • Suggestion Box – Nil since last meeting • NHS Choices – Nil since last meeting 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum - Sally</p>	
8.	<p>Standing item: Current list size and growth from last meeting? Previous meeting (13.07.22) - 14,750 As of (03.11.22) – 14,776</p>	
9.	<p>Standing item: Feedback from PPG sub-group on improving patient feedback</p>	
10.	<p>Any Other Business</p>	
11.	<p>Dates of next meeting: Core Group Meeting: Tuesday 21st February 2023 at Tower House</p>	