

Riverside and Tower House PPG

AGENDA

Date:Wednesday 31st July 2024**Time:**

15:00

Venue:

Tower House Surgery

Item:	Subject:	Action:
1.	Welcome & apologies	
2.	Agree and sign notes of AGM meeting on 15 th July 2024	All
3.	<p>Welcome new members to the PPG.</p> <p>Review agenda items from AGM:</p> <ol style="list-style-type: none">1. Number of patients with email addresses.2. Parking. It was felt that many people other than patients use the Surgery car parks and could this be investigated. Maybe clearer signage?3. Delays in obtaining drugs when being discharged from hospital cause concern for many patients. Is the practice able to raise this with the Hospitals.4. AGM needs better seating arrangements to ensure attendees hear what is being said and for the Chair to control the meeting.5. At PPG meetings, to have the first half for any patients to attend and raise issues. An open forum. They would then leave, and the PPG meeting would begin.6. What are the alternatives to collecting drugs prescribed by the practice from the Chemist? Also, alternatives for obtaining repeat prescription drugs.7. One person concerned by what was perceived as WOK language used in the newsletter. She was advised by the editor that the content and language was checked by the Practice.8. Does the PPG discuss preventative medicine?9. It was suggested that the Practices hold an open day for all patients.	
4.	Practice update	

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>	
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 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum</p>	
8.	<p>Standing item: Current list size and growth from last meeting</p>	
9.	<p>Guest speaker – Kobe Addai, Pharmacist</p>	
10.	<p>Any Other Business</p>	
11.	<p>Date of next meeting: Tuesday 24th September at Riverside</p>	