

Riverside and Tower House PPG

AGENDA

Date:  
Thursday 9<sup>th</sup> January 2020

Time:  
10.30am

Venue:  
Riverside Surgery, Bovey Tracey

Item:	Subject:	Action:
1.	Welcome & Apologies  Apologies – Dr Tristan Oxenham	
2.	Agree and sign notes of meeting on 7 <sup>th</sup> November 2019	All
3.	Matters arising: <ul style="list-style-type: none"> <li>Review action points from previous meeting</li> </ul>	
4.	Practice Update: <ul style="list-style-type: none"> <li>Rosie Hooper (PCN Pharmacist) now started and providing great support to GP's and staff</li> <li>Andrea Warren (PCN Social Prescriber) starting 2<sup>nd</sup> Jan. Will be attending AGM and Open Meeting to introduce herself.</li> <li>Early visiting/winter pressures funding update.</li> <li><b>CQC ARR Call Outcome –</b></li> </ul>	
5.	<b>Standing item:</b> 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"> <li>Sally – Referral procedure for/availability of dieticians</li> <li>Sally – Update on Paignton receptionist signposting scheme</li> <li>Sally – Arrange feedback from wellbeing co-ordinator when no speaker booked</li> <li>Pam – U3A speaker booked for AGM</li> </ul>	
6.	<b>Standing item:</b> Review any patient feedback about the services delivered by the practice. <ul style="list-style-type: none"> <li>Friends and Family Test – <b>3 Extremely, 1 Likely, 1 Neither (printed comments)</b></li> <li>Suggestion Box – <b>2 x Handwritten comments</b></li> <li>NHS Choices – <b>No new responses</b></li> </ul>	

7.	<b>Standing item:</b> Feedback from Patient Participation Locality Forum - <b>Previous Meeting 28<sup>th</sup> November 2019</b>	
8.	Feedback from Makaton Session – 28/11/19 Target PM	
9.	Any Other Business	
10.	Dates of next meeting: <ul style="list-style-type: none"> <li>• Core Meeting - <b>Date TBD</b></li> <li>• AGM – Wednesday 22<sup>nd</sup> Jan '20 @ 6pm/6.30pm</li> <li>• Open Meeting - Monday 10<sup>th</sup> Feb '20 @ 6pm/6.30pm</li> </ul>	