

Riverside and Tower House PPG

AGENDA

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| Date: Monday 26 th July 2021 | Time: 10.30am | Venue: Zoom |
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| Item: | Subject: | Action: |
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| 1. | <p>Welcome & Apologies</p> <ul style="list-style-type: none"> • BB to prompt attendees to introduce themselves • Zoom Ground Rules – All muted, please ‘raise hand’ if wanting to speak. | |
| 2. | Agree and sign notes of meeting on 14 th April | All |
| 3. | <p>Matters arising:</p> <ul style="list-style-type: none"> • Review action points from previous meeting | |
| 4. | <p>Practice Update</p> <ul style="list-style-type: none"> • GP Recruitment Update – BB/BWA • Rethink of appointment management system – BB/BWA • Coronavirus vaccination program update (1st & 2nd, Phase 3/Booster Program, staffing) - BB • Practice Covid-19 policies following 19th July - BB • PCN Staffing Update – BB • Flu Planning - BB | |
| 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"> • Practice view on Devon Doctors service – Sally Titchener • Identifying patients suffering mental health crisis – Sally Titchener • Local services available to support bereaved – Sally Titchener • Devon Docs, twice got through over the weekend but call disconnected both times – Ray Street | |
| 6. | Standing item: | |

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| | <p>Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • Friends and Family Test – Currently suspended • Suggestion Box – N/A • NHS Choices – No reviews | |
| 7. | <p>Standing item: Feedback from Patient Participation Locality Forum - Sally to feedback from 22nd April meeting</p> | |
| 9. | <p>Any Other Business</p> | |
| 10. | <p>Dates of next meeting:</p> <ul style="list-style-type: none"> • Core Meeting - October/November? | |