

Riverside and Tower House PPG

AGENDA

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| Date: Tuesday 21 st February 2023 | Time: 10:30am – 12.30pm | Venue: Tower House Surgery |
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| Item: | Subject: | Action: |
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| 1. | Welcome & Apologies Apologies – Shelia Woodhouse | |
| 2. | Agree and sign minutes of last CORE Group meeting on 15 th November 2022 | All |
| 3. | Matters arising: <ul style="list-style-type: none"> Review action points from previous meeting | |
| 4. | Update on Social Prescribing <ul style="list-style-type: none"> Case study | |
| 5. | Guest Speaker: <ul style="list-style-type: none"> Adrian, Practice Pharmacist | |
| 6. | Practice Update: <ul style="list-style-type: none"> EV Charging Nurse room upgrades Partnership changes Winter illnesses Flu uptake | |
| 7. | 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"> Future of video consultations through Skype, Teams, Zoom & Whatsapp (Tony) NHS App (Tony) Do we know what we can do to help the practice over the coming year? (Michael) How can we judge if as a PPG we are being effective? (Michael) https://devoncarers.org.uk/support/hospital-services/ (Tony) Business card project for identifying unpaid carers (Tony) Carer friendly Devon – local care partnership | |

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| | (Tony) | |
| 8. | <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 - To report at meeting • Suggestion Box – Nil since last meeting • NHS Choices – Nil since last meeting | |
| 9. | <p>Standing item: Feedback from Patient Participation Locality Forum - Sally</p> | |
| 10. | <p>Standing item: Current list size and growth from last meeting? Previous meeting (03.11.22) - 14,776 As of (09.02.2023) – 14,767</p> | |
| 11. | <p>Standing item: Feedback from PPG sub-group on improving patient feedback</p> | |
| 12. | <p>Any Other Business</p> <ul style="list-style-type: none"> • Nominations for Chair, Vice Chair and Secretary | |
| 13. | <p>Dates of next meeting:</p> <p>AGM: 17th May 2023 6:15pm for 6:30pm at Riverside Surgery</p> <p>Core Group Meeting: TBC at AGM</p> | |