

Riverside and Tower House PPG

AGENDA

Date:  
**Monday 14<sup>th</sup> May**

Time:  
**5.00 – 7.00pm**

Venue:  
**Riverside Surgery, Bovey Tracey**

Item:	Subject:	Action:
1.	<b>Welcome &amp; Apologies</b>	MB
2.	<b>Agree and sign notes of meeting on 27<sup>th</sup> February 2018</b>	All
3.	<b>Matters arising:</b> <ul style="list-style-type: none"> <li>• Automatic doors at Tower House</li> <li>• Extended (Improved) Access</li> <li>• Health Navigation</li> <li>• eConsult</li> </ul>	
4.	<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.	
5.	<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</li> <li>• Suggestion Box</li> <li>• NHS Choices</li> <li>• Patient letter – MB response</li> </ul>	
6.	<b>Standing item:</b> Feedback from Patient Participation Locality Forum	April meeting cancelled
7.	<b>Devon Carers Feedback:</b> <ul style="list-style-type: none"> <li>• Home visit policy</li> <li>• Hand gel</li> <li>• Book swap</li> <li>• Post natal support</li> <li>• Deaf awareness</li> </ul>	

8.	<b>Facebook Report:</b>	
9.	Feedback from working party on <b>Improving Practice Questionnaire</b>	
10.	<b>Dementia Friendly Practice – Alzheimer’s Society</b> Volunteer(s) wanted to attend a meeting on Thursday 17 <sup>th</sup> May to discuss how the Alzheimers Society can support the practice in becoming dementia friendly. (Venue and time to be confirmed by Michael).	
11.	<b>Practice Update:</b> Care Quality Commission Inspection Staffing Update	
12.	<b>PPG Awareness Week – 4<sup>th</sup>-9<sup>th</sup> June</b>	
	<b>Date of next meeting:</b>	