

# Riverside and Tower House PPG

## AGENDA

Date:  
Thursday 15<sup>th</sup> April 2021

Time:  
10.30am

Venue:  
Zoom

Item:	Subject:	Action:
1.	<p>Welcome &amp; Apologies</p> <ul style="list-style-type: none"> <li>• BB to prompt attendees to introduce themselves</li> <li>• Zoom Ground Rules – All muted, please 'raise hand' if wanting to speak.</li> </ul>	
2.	Agree and sign notes of meeting on 23 <sup>rd</sup> November	All
3.	<p>Matters arising:</p> <ul style="list-style-type: none"> <li>• Review action points from previous meeting</li> </ul>	
4.	<p>Practice Update</p> <ul style="list-style-type: none"> <li>• Amanda retirement &amp; succession planning – BB/AJC</li> <li>• Dr Mills started phased return from long term sickness leave - BB</li> <li>• Coronavirus vaccination program update (Vaccination #'s, recruitment, location) - BB</li> <li>• Riverside planning permission update - BB</li> <li>• Practice Covid-19 policy update (waiting room, 'hot' clinics, capacity/demand)</li> <li>• PCN Staffing Update – BB/AJC</li> </ul>	
5.	<p><b>Standing item:</b></p> <p>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"> <li>• Local Covid figures – Alana Gunbie</li> <li>• Identification &amp; support of unpaid carers – Tony Bartlett</li> <li>• Practice view on Devon Doctors service – Sally Titchener</li> <li>• Telephone/F2F Appointment ratio – Sally Titchener</li> <li>• Identifying patients suffering mental health crisis – Sally Titchener</li> </ul>	

	<ul style="list-style-type: none"> <li>Local services available to support bereaved – Sally Titchener</li> <li>Patients not hearing back after referrals (derm, physio, podiatry). Who monitors referrals? – Sally Titchener</li> </ul>	
6.	<p><b>Standing item:</b> Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> <li>Friends and Family Test – Currently suspended</li> <li>Suggestion Box – N/A</li> <li>NHS Choices – No reviews</li> </ul>	
7.	<p><b>Standing item:</b> Feedback from Patient Participation Locality Forum</p>	
9.	<p>Any Other Business</p> <ul style="list-style-type: none"> <li>Propose dates for AGM &amp; Open Meeting</li> </ul>	
10.	<p>Dates of next meeting:</p> <ul style="list-style-type: none"> <li>Core Meeting - Monday 26<sup>th</sup> July 2021</li> <li></li> </ul>	