Riverside and Tower House PPG AGENDA		
Date: Thursday 15th April 2021	Time: 10.30am	Venue: Zoom

Item:	Subject:	Action:
1.	Welcome & Apologies • 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 23rd November	All
3.	Matters arising: • Review action points from previous meeting	
4.	Practice Update • Amanda retirement & succession planning – BB/AJC • Dr Mills started phased return from long term sickness leave - BB • Coronavirus vaccination program update (Vaccination #'s, recruitment, location) - BB • Riverside planning permission update - BB • Practice Covid-19 policy update (waiting room, 'hot' clinics, capacity/demand) • PCN Staffing Update – BB/AJC	
5.	**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. • Local Covid figures – Alana Gunbie • Identification & support of unpaid carers – Tony Bartlett • Practice view on Devon Doctors service – Sally Titchener • Telephone/F2F Appointment ratio – Sally Titchener • Identifying patients suffering mental health crisis – Sally Titchener	

	• Local services available to support bereaved – Sally Titchener • Patients not hearing back after referrals (derm, physio, podiatry). Who monitors referrals? – Sally Titchener	
6.	**Standing item:** Review any patient feedback about the services delivered by the practice. • Friends and Family Test – Currently suspended • Suggestion Box – N/A • NHS Choices – No reviews	
7.	**Standing item:** Feedback from Patient Participation Locality Forum	
9.	Any Other Business • Propose dates for AGM & Open Meeting	
10.	Dates of next meeting: • Core Meeting - Monday 26th July 2021 •	