

Riverside and Tower House PPG

AGENDA

Date: Monday 23 rd November 2020	Time: 10.30am	Venue: Remote Meeting via Zoom
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Item:	Subject:	Action:
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	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 Maternity Cover Update – BB • Updates to admin & nursing team – BB/AJC • Flu Campaign Update – AJC • ‘Hot’ Area moved to Riverside – BB • Proposed Riverside extension plans - BB • Practice Coronavirus ‘update’ – BB/AJC 	
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"> • Proportion of appointments F2F & comparison to ‘normal’ – Tony Bartlett 	
6.	<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 - 39 Total Responses (23 V. Likely, 11 Likely, 4 Neither, 1 Unlikely) • Suggestion Box - Closed • NHS Choices – No new responses 	

7.	Standing item: Feedback from Patient Participation Locality Forum <ul style="list-style-type: none"> Meetings paused due to Covid-19 	
8.	Standing item: Current list size and growth from last meeting? <ul style="list-style-type: none"> Last Meeting (08/20) - 14525 Current (11/20) - 14547 	
11.	Any Other Business?	
12.	Dates of next meeting: <ul style="list-style-type: none"> Core Meeting – TBD AGM – TBD Open Meeting - TBD 	