

Riverside and Tower House PPG

AGENDA

Date:  
Thursday March 26<sup>th</sup> 2020

Time:  
10.30am

Venue:  
Riverside Surgery

Item:	Subject:	Action:
1.	Welcome & Apologies	
2.	Agree and sign notes of meeting on	All
3.	Matters arising: <ul style="list-style-type: none"> <li>Review action points from previous meeting</li> </ul>	
4.	Practice Update <ul style="list-style-type: none"> <li>CQC ARR Call Outcome - <b>BB</b></li> <li>Social Prescribing Update and introduction to carers fund initiatives from Andrea Warren - <b>AW</b></li> <li>Coronavirus 'update'/discussion – <b>AJC/BB</b></li> <li>Update on 'new style' diabetic checks - <b>AJC</b></li> </ul>	
5.	<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. <ul style="list-style-type: none"> <li>Invitation for Connie from Bovey Memory Café to attend next meeting - <b>MB</b></li> <li>Chudleigh Directory - <b>MU</b></li> <li>Update on Paignton receptionist signposting scheme - <b>ST</b></li> </ul>	
6.	<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 – <b>17 Total Responses (15 V. Likely, 1 Likely, 1 Unlikely)</b></li> <li>Suggestion Box – <b>No new responses</b></li> <li>NHS Choices – <b>No new responses</b></li> <li>Patient Survey - <b>BB</b></li> </ul>	

7.	<b>Standing item:</b> Feedback from Patient Participation Locality Forum - <b>Meeting held 27/02/20</b>	
8.	<b>Increase in patient numbers since last meeting:</b>  09/01/20 (Last Meeting) - 14388 Current - 14552	
9.	Any Other Business?	
10.	Dates of next meeting:	