

# Riverside and Tower House PPG

## AGENDA

Date:  
Monday August 17<sup>th</sup> 2020

Time:  
10.30am

Venue:  
Virtual – Via Zoom

| 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>Update on recruitment to PCN Social Prescribing &amp; Pharmacist teams – <b>AJC</b></li> <li>GP Maternity cover update – <b>BB</b></li> <li>Installation of lift – <b>BB</b></li> <li>Coronavirus 'update' &amp; open discussion/ Q&amp;A – <b>AJC/BB</b></li> <li>Flu campaign update - <b>AJC</b></li> </ul> |         |
| 5.    | <b>Standing item:</b><br>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>Proportion of appointments F2F &amp; comparison to 'normal' – Tony Bartlett</li> </ul>   |         |
| 6.    | <b>Standing item:</b><br>Review any patient feedback about the services delivered by the practice. <ul style="list-style-type: none"> <li>Friends and Family Test – <b>39 Total Responses (23 V. Likely, 11 Likely, 4 Neither, 1 Unlikely)</b></li> <li>Suggestion Box – <b>No new responses</b></li> <li>NHS Choices – <b>No new responses</b></li> </ul>            |         |
| 7.    | <b>Standing item:</b><br>Feedback from Patient Participation Locality Forum <ul style="list-style-type: none"> <li>Meetings paused due to Covid-19</li> </ul>   |         |

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| 8.  | <b>Increase in patient numbers since last meeting:</b> |  |
| 9.  | Any Other Business?                                    |  |
| 10. | Dates of next meeting:                                 |  |