

Riverside and Tower House PPG

AGENDA

Date: Monday 26 th July 2021	Time: 10.30am	Venue: 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 14 th April	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 Recruitment Update – BB/BWA • Rethink of appointment management system – BB/BWA • Coronavirus vaccination program update (1st & 2nd, Phase 3/Booster Program, staffing) - BB • Practice Covid-19 policies following 19th July - BB • PCN Staffing Update – BB • Flu Planning - BB 	
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"> • Practice view on Devon Doctors service – Sally Titchener • Identifying patients suffering mental health crisis – Sally Titchener • Local services available to support bereaved – Sally Titchener • Devon Docs, twice got through over the weekend but call disconnected both times – Ray Street 	
6.	Standing item:	

	<p>Review any patient feedback about the services delivered by the practice.</p> <ul style="list-style-type: none"> • Friends and Family Test – Currently suspended • Suggestion Box – N/A • NHS Choices – No reviews 	
7.	<p>Standing item: Feedback from Patient Participation Locality Forum - Sally to feedback from 22nd April meeting</p>	
9.	<p>Any Other Business</p>	
10.	<p>Dates of next meeting:</p> <ul style="list-style-type: none"> • Core Meeting - October/November? 	