

Riverside and Tower House PPG

AGENDA

Date:
Thursday 9th January 2020

Time:
10.30am

Venue:
Riverside Surgery, Bovey Tracey

Item:	Subject:	Action:
1.	Welcome & Apologies Apologies – Dr Tristan Oxenham	
2.	Agree and sign notes of meeting on 7 th November 2019	All
3.	Matters arising: <ul style="list-style-type: none"> Review action points from previous meeting 	
4.	Practice Update: <ul style="list-style-type: none"> Rosie Hooper (PCN Pharmacist) now started and providing great support to GP's and staff Andrea Warren (PCN Social Prescriber) starting 2nd Jan. Will be attending AGM and Open Meeting to introduce herself. Early visiting/winter pressures funding update. CQC ARR Call Outcome – 	
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. <ul style="list-style-type: none"> Sally – Referral procedure for/availability of dieticians Sally – Update on Paignton receptionist signposting scheme Sally – Arrange feedback from wellbeing co-ordinator when no speaker booked Pam – U3A speaker booked for AGM 	
6.	Standing item: Review any patient feedback about the services delivered by the practice. <ul style="list-style-type: none"> Friends and Family Test – 3 Extremely, 1 Likely, 1 Neither (printed comments) Suggestion Box – 2 x Handwritten comments NHS Choices – No new responses 	

7.	Standing item: Feedback from Patient Participation Locality Forum - Previous Meeting 28th November 2019	
8.	Feedback from Makaton Session – 28/11/19 Target PM	
9.	Any Other Business	
10.	Dates of next meeting: <ul style="list-style-type: none"> • Core Meeting - Date TBD • AGM – Wednesday 22nd Jan '20 @ 6pm/6.30pm • Open Meeting - Monday 10th Feb '20 @ 6pm/6.30pm 	