

Riverside and Tower House PPG

AGENDA

Date: Tuesday 26 <sup>th</sup> April 2022	Time: 10.30am	Venue: Zoom
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Item:	Subject:	Action:
1.	Welcome & Apologies	
2.	Agree and sign notes of meeting on 8 <sup>th</sup> November 2021	All
3.	Matters arising: - Review action points from previous meeting	
4.	<b>Practice Update:</b> - Updates to Appointment System - Return of EA/Extended Hours & Business as Usual	
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. - Optimising distribution of practices newsletter (Ray) - Discuss levels of opioid additional and anti-depressant dependence. Support available? (Ray) - Practice view of nationalisation of NHS (Ray) - Saturday Morning Surgery (Sally) - Receptionists 'Signposting'/Paignton Project (Sally) - Feedback on recent newsletter & aims of newsletter (Sally)	
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 – Restarted from April (now sent by Text)</li> <li>• Suggestion Box – No Responses</li> <li>• NHS Choices – No New Reviews</li> <li>• CFEP Practice Survey – Awaiting Results (180 patient responses, 28 per individual GP)</li> </ul>	

7.	<b>Standing item:</b> Feedback from Patient Participation Locality Forum	
8.	<b>Standing item:</b> Current list size and growth from last meeting? Previous Meeting (08/11/21) – 14,717 As of 20/04/22 – 14,777	
9.	<b>Any Other Business:</b> - Nominations for Committee Roles	
10.	<b>Dates of next meeting:</b> AGM – 11 <sup>th</sup> May 2022 Core Group Meeting -	