

Ordsall Health Surgery PPG Meeting

5pm Wednesday 27th January 2021

Attending: Zoom meeting

and Apologies

Mandy

Welcome and Introduction.

No:	Item	Actions
1	Matters Arising Nothing outstanding Action Brought Forward None	All agreed
2	Chair persons Roles Wendy asked if the PPG would like to keep the roles of the Chair, Vice Chair and Secretary as they are currently until the AGM in December 2012	All agreed
3	COVID -19 vaccination Roll Out Dr. Nawrocki updated the PPG on the roll out, currently for the Governments at risk categories. Stuart added that the vaccinations are being managed by Primary Care, he	Dr. Nawrocki to consider putting the COVID link on

	<p>has attended some COVID meetings in the Ordsall and Claremont area, which the Practice is a member of.</p> <p>Wendy said she has heard that some practices were inviting patients into their practices and asked why this was different with ours.</p> <p>DR. Nawrocki said that the practices can vary in different areas; however, Ordsall Health Practice has the domiciliary delivered from the Primary Care Service not the practice</p> <p>Stacey advised that some patients may be invited to the Etihad Stadium, and if they can not make it there, they can call the practice and an appointment will be made for Clarendon Fit City</p> <p>It was commented that the clinical team at Clarendon were doing an excellent job.</p>	<p>Salford CCG site onto the Practice Facebook page</p>
4	<p>Facebook – Practice Plans</p> <p>Stuart shared the content of a close by PPG practice Facebook with the group.</p> <p>The practice would like to know if a virtual group would enhance the existing group. We need to engage more to give a better representation of the practice patients</p> <p>Agreed</p> <p>The page would be Administered by the Practice with some PPG members as Moderators -Stuart asked if anyone from the group would like to support with this</p>	<p>Stuart to contact a few interested members to move forward</p>
5	<p>EMIS – Update</p> <p>Wendy questioned how the receptionist knew who she was when she telephoned? Stuart explained that the EMIS links into the telephone systems. The staff will clarify</p>	<p>Stuart to update website regarding text message reminders</p>

	<p>who the caller is; before moving on with the call. It helps to keep contact numbers up to date.</p> <p>Wendy stated her details were not verified during her call and was concerned about this. – Dr. Nawrocki said this was an error and would feed this back to ensure it doesn't happen again.</p> <p>Stephen asked what the software does regarding appointment reminders? Stuart explained that currently they are carrying out the manual process of transferring the data from the old system to EMIS, with around 4000 patients' details needing to be transferred. Once all the data is transferred then text message reminders will be reintroduced</p> <p>It was pointed out that some patients do not have access to the internet or knowledge of how to use equipment for on line services / appointments. Dr. Nawrocki, explained that the practice will always do its best to balance this and will help patients as best they can through the access or use of phones. He added that once people realise how to use the phones for example: to upload a photo they are able to see how easy it is.</p> <p>Jay stated it is important we recognised digital poverty</p>	
<p>6</p>	<p>Salford Quay Practice Update</p> <p>Stuart advised the PPG that the Quays Practice pilot has now finished and that Quays practice went out to Tender for a long-term practice; starting 1st April 2021. This tender was won by Dr. Salim from Salford Medical Centre. Ordsall Practice is not sure if Dr. Salim will remain upstairs or whether he will move to another site</p>	
<p>7</p>	<p>Friends and Family Feedback</p> <p>Stuart shared the survey feedback; showing a 92% mark of very good or good Well done to all</p>	

<p>8</p>	<p>Can PPG help during Pandemic?</p> <p>Wendy asked if there was any assistance that the PPG members could offer during the pandemic? Such as voluntary drivers for vaccinations, outreach or Facebook.</p> <p>It was felt that at this time the practice would want every one to stay as safe a possible</p> <p>If anyone knew someone who needed some support with food parcels or shopping, they can contact spirit of Salford, the details are on the Salford Council Website</p>	
<p>9</p>	<p>AOB</p> <p>1. Are GP's still doing home visit? Yes, when it is required and a risk / need assessment is carried out for the patient</p> <p>2. MSK 1st Contact Therapist Dr. Nawrocki advised the PPG that a GP does not necessarily have to diagnose MSK conditions. There is now a MSK Therapist who can be accessed through the GP receptionists.</p>	
<p style="text-align: center;">Time and Date of next meeting TBC</p>		