



<b>ACTION: Contact Salford City council re: extending the Lime trial, add graphics to website Carbon Emissions article already published.</b>	<b>SW</b>
<b>3. Staff Updates</b>	MD/SA
Resignation of Practice Nurse Sylvia Thornton, re-recruitment of Nurse Liz Wheatley to re-join in June. New receptionist Helen in her probationary period at present.	
<b>ACTION: None</b>	
<b>4. Salford COVID vaccination programme</b>	RN
Practice are working with SPCT to deliver the programme across Salford. Announced that under 40's are the latest cohort now underway. Suggested that practice promote the walk-in centres when they are available.	
<b>Action: Review the phone message that is being misinterpreted. Continue to add walk-in information to the website (previously added each day when available)</b>	<b>SW</b>
<b>5. PPG Facebook site</b>	MD/RN
Practice have met to discuss proposal and have appointed a junior admin staff to lead on this as they are Facebook savvy. Unfortunately, she is off sick at the moment, but will pick this up when she returns. Consensus that other practices using PPG FB sites simply replicate the info on the practice FB site. Plan to have a moderated open feed to the practice FB site for PPG articles. Also could each meeting video archive be made available.	
<b>ACTION: Develop as suggested, publish meeting video.</b>	<b>MD/RN</b>
<b>6. PATCHS</b>	WM
Proving to be very popular with take up rate increasing every week. Confirmed that the aim is to deliver a response in two working days which is always achieved, although at a peak demand recently this aim was suspended temporarily. Issue where patient was contacted from outside the practice and sent to a Manchester surgery & pharmacy (PATCHS shouldn't do this). – suggest that the patient contact practice to understand how this could be.	
<b>ACTION: Patient to provide feedback.</b>	<b>AS</b>
<b>7. Practice Triage going forward</b>	WM

Plan is for GP triage calls to continue as this is a more efficient way of providing care, with patients attending in person when necessary. Practice is awaiting NHS directive on opening up the front doors, however have to be mindful of preventing infection from spreading in reception area.	
<b>ACTION: Opening doors protocol to be agreed</b>	<b>OHS leadership</b>
<b>8. AOB</b>	
<p>Patient Friends &amp; family feedback Jan-Apr – Mostly very positive 92-96%. Passive comments – prescription not sent (need details to address this), delays in blood tests (Nurse situation is better now so should be easier to book)</p> <p>Other comments: PATCHS was praised, Practice well driven and good communications, GP's and Reception staff recognised.</p> <p>WM fed back that K's chemist had reported issues with prescription issues.</p> <p>FB meeting before next meeting to review progress on plan.</p>	MD
<b>ACTION: Meeting with K's chemist to understand issues</b>	<b>SW</b>
<b>Next Meeting: 1st September 2021</b>	<b>WM</b>