**PPG Meeting Minuets – Thursday 13rd October 2022 – 13:00**

**Canberra Staff: Abid Khan (Assistant Practice Manager), Dr Amit Singh (GP), Nadeem Ali (minute taker), Abu Osman (Regional Manager)**

**PPG Chairman: Peter Hamm**

**17 patients**

* Presentation by Abid Khan
  + First Face to Face PPG after the Covid Outbreak
  + Introduction of Canberra staff and what our practice visions are.
  + Explanation of what the PPG is and what we aim to achieve from this meeting
  + Receptions roles and responsibilities – Helping patients with a variety of queries both at the front desk and over the phone. Reception deal with multiple of administrative duties throughout the day, including Dr IQ, prescriptions emails, letters etc.
  + GP survey 2022 was presented and explained the results. Explained we have acted on the survey such as hiring more administrative and clinical staff. Furthermore, we also discussed how we are trying to improve our consultation with patients, by our regional medical director sharing tips to members of staff to improve patient experience.
  + Also reflecting on the GP Survey we will be calling back all patients who have tried to call us during our busy period but could not get through.
  + Covid- 19 Booster jab booking process explained as well, we explained the patients they can book online or on the phone. If they need help booking online our staff members can help as well.
  + Influenza Jabs explained as well who is eligible for it and who is not. Also signposted patients who are not eligible to local pharmacies who may charge a small fee to administer the jab.
  + Abid also presented the community events we done, especially the DR IQ training event was done based on last PPG meeting recommendation. The other community events we have done was: Lifestyle Advice & Guidance and Women’s Health
  + Abid explained we will continue with the DR IQ training event on a monthly basis, also we will be holding community walks and a diabetes diagnosis session
* Patient Feedback &Questions
  + Patient stated that she feels hard to make an appointment as staff would not give specific time range a call from the clinician would happen.
* Dr Singh explained if patient specify a time, they will try the best to accommodate the time frame which they usually do.
  + Patient felt the clinical staff should have more time to speak to the patients
* Abid explained it is difficult to have a lengthy discussion in 10 minute consultations, due to many request throughout the day, however we will try our best to address all the issues and if not book another appointment.
  + Patients queried about out of hours’ appointment after 6:30 or during the weekend.
* Abid explained we offer patients out of hours’ appointments via DR IQ or in extended hours’ clinic organised by our Primary Care Network
  + Patient complained that staff cannot speak English
* Abid assured the patient that all our staff members know how to speak English and certain staff members also know how to speak additional languages.
  + Patient stated she has been registered for several years and happy by the services and has no issues since she has been registered here.
  + Patient stated she would like the queue number added back when calling the surgery.
* Abid will feedback this to the communication team.

Minuets written by Nadeem Ali