**Date: Thursday 27th July 2023 Time: 13:00 PPG Chair : Peter Hamm Minute Taker: Faysal Mohamoud**

Attendees:

1. Introduction from PPG Chair Peter Hamm: Peter Hamm commenced the meeting by welcoming all the participants and clinicians present. He outlined the agenda for the meeting and emphasized the importance of open discussions.
2. Guest Speakers from Open Age and PCN Pharmacy: Peter Hamm introduced two guest speakers from Open Age and PCN Pharmacy. They were invited to address the attendees and provide relevant updates.
3. PCN Pharmacy Minor Alignments Scheme: The spokesperson from PCN Pharmacy presented information about the new minor alignments scheme. Under this scheme, GPs would refer patients with minor symptoms to the local pharmacy for appropriate assistance, freeing up resources for more acute emergencies.
4. Canberra Staffing Update: It was announced that Canberra had recently hired 3 new reception staff and 3 salaried GPs. Among the new GPs, 1 were male, and 2 was female.
5. Telephone Stats: An overview of the telephone statistics was presented to the attendees, discussing call volumes, response times, and other relevant data.
6. NHS 75th Birthday Posters and Feedback: The distribution and feedback on the NHS 75th birthday posters were discussed. Participants shared their experiences and suggestions for improvement. The Thursday walk’s initiative was also discussed as it would be continuing.
7. Question Time from Patients: During this segment, the attendees had the opportunity to ask questions and raise concerns. Several topics were addressed, including:
   * Q: Phone queues and measures to reduce waiting times.  
      A- New Wallboard system has been introduced to staff members, Abid has spoken to all staff members to regularly monitor the queue line.
   * Call back system malfunction and steps taken to rectify the issue.

A- If any patient has an issue with the call back system please let reception staff know to report the issue to the IT system.

* + Staff eating in the general reception area and possible solutions.  
     A- Abid has already spoken to the staff to not eat hot food at front desk, whilst they can have small snacks at front desk such as fruit.
  + Medication issues and how they can be streamlined.  
     A- Bashir the regional pharmacist has trained all the admin team on repeat medication request and he also has a direct communication to our local pharmacy Hamlins.
  + Patients being swapped around clinicians and the need for better communication.

The will be better communication from the clinicians to clearly state their name and clinical role to avert any patient confusion.

* + Time-based calls and how they impact patient care.

We understand that picking phone calls as soon as possible is favourable to any patient but we have to prioritise the Patients in front of us and delegate any of their query’s before moving onto those on the line.

1. Bashir Explains the Role of a Pharmacist: Bashir, one of the clinicians, took the opportunity to explain the crucial role of a pharmacist. He emphasized that pharmacists are highly capable of handling various health issues and should be consulted for medication-related concerns.
2. Peter Hamm explained briefly about the new triaging system in which Him and Abid will delve further into in the next PPG meeting.
3. . The PPG meeting in October will be devoted to fully explain what medical services are available to Canberra Old Oak surgery patients. It will be a step by step guide.

The meeting concluded with Peter Hamm thanking all the participants, clinicians, and the manager for their valuable contributions. The next PPG meeting date was announced, and attendees were encouraged to share any additional feedback or suggestions through the provided channels.