**PPG Meeting Minuets – Thursday 18th January 2024 – 13:00**

Attendee’s: Peter Hamm (PPG Chair), Abid Khan(Practice Manager), Nadeem Ali( Assistant Practice Manager)

14 Patients Attended

* Peter Hamm introduces himself and thanks everyone for attending
* Peter Hamm explains why we hold PPG meetings and the agenda for this meeting.
* Peter Hamm then introduces Canberra Old Oak Surgery Team and the Agenda for this meeting.
* Peter Hamm explained the importance of a surgery/community newsletter and ask the PPG member to consider themselves to volunteer with the surgery to make a newsletter once a month.

**Agenda Items**

1. Staffing
* Canberra Old Oak Surgery has 4 regular GP’s throughout the week. Dr Sarah Ahmed is the clinical Lead.
* Customer Service training will happen for all admin staff members, every month.
* Abid explained the role of Locum GP’s which is a fully qualified GP that fulfils the duties of another, absent, GP within a hospital or doctor’s surgery. In the past due to GP vacancies we used to have long term locum. Fortunately, they are now covered therefore locum GP’s will be available on adhoc basis. Canberra Old Oak Surgery does understand some patient will like to see a locum GP but due to them not accepting a salaried position we cannot.
* We have a new Physician Associate (Samira Yasmin) every Thursday and Friday.
* Peter (PPG Chair) asked the management team if the doctors strikes are affecting services, fortunately currently we are not affected by the doctors strikes at the primary care level.
1. Vaccination History
* Vaccination uptake has been really low this winter for covid & flu jab.
* Patients have been advised they can go to Pharmacy for covid jabs.
1. DR IQ training
* Last DR IQ training we had a population of 15 people.
* We will be holding another 3 IQ event this year.
1. Community Walk
* We agreed that the community walk will be patient led, there was miscommunication from the side of the management to convey this. Canberra Old Oak Surgery has apologised for this.
* The walk will restart in March due to the cold weather
* Two volunteers from the PPG have agreed.

AOB:
1. Prescription will be dealt with management until admin staff are trained on how to deal with requests.

Meeting came to an end at 14:00.

Minutes written by Nadeem Ali