**PPG Meeting Minuets – Thursday 19th October 2023 – 13:00**

Attendee’s: Peter Hamm (PPG Chair), Agnieszka Jaruga (Interim Deputy Senior Manager NWL), Dr Sarah Ahmed (Clinical Lead), Bashir Karwani(Pharmacist), Meena Dost (Physician associate)

20 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.
* Community walk happens every Thursday at 12pm.
* We have a new phone system which allows patient to select a call back & tells them where they are in the que.
Clinical Roles in General Practice

**Agenda Items**

1. Pharmacist
* Bashir the clinical pharmacist explained the role of pharmacist in Primary Care. He explained that pharmacist worked part of the general practice team, they are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.
1. Physician associate
* Meena the physician associate explained the role of a PA in Primary Care. She explained that PAs working in primary care mainly provide routine and acute appointments with some variation between practices in terms of whether these are triaged first. PAs see a lot of patients with chronic conditions (e.g., chronic pain and type 2 diabetes) but typically do not see complex patients or very young. Furthermore, they are always supervised by the oncall GP. In addition, scope of practice for the PA role increases over time with many pursuing specialist interests (e.g., minor surgery or contraceptive implant insertion). Many PAs work in urgent treatment centres and walk-in-clinics, whilst others are trained in frailty and have independent weekly care home ward rounds. PAs can work across practices within Primary Care Networks (PCNs) and some do split roles with NHS trusts (e.g., in Emergency Departments).
1. Social Prescribing Link Workers
* Social prescribing link workers connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice. Social prescribing works particularly well for people with low level mental health needs, who feel lonely or isolated, with long term conditions and complex social needs.
1. Health Coach
* Abid explained Health Coaches help with healthy lifestyle choices in particular weight management and they are available every Tuesday.
1. Paramedics
* Abid explained Paramedics have been employed who can visit housebound patient to take a history and in emergency call the ambulance and report back to the GP at the surgery.
1. Calls
* Patient have complained in regards to the waiting time and not having the call back function.
* Peter explained to patient if they are having issues with the phone call system they need to report it to reception.
* Abid also explained that Canberra has a high demand of phone calls with an average of 249 calls a day and Average is waiting time is less than 6 minutes.
1. Dr IQ Event
* Peter explained the DR IQ event that happened recently and that over 20 patients attended.
* Another DR IQ event has been planned for December

Meeting came to an end at 14:00.

Minutes written by Nadeem Ali