**PPG Meeting Minuets – Thursday 23rd June 2022 – 13:00**

**Canberra Staff: Abid Khan (Assistant Practice Manager), Dr Ahmed Mudei, Dr Amit Sing, Paige Lambert (minute taker), Agnigszka Jaruga (Deputy Regional Manager)**

**PPG Chairman: Peter Hamm**

**30 patients**

* Presentation by Abid Khan
  + 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
  + Explanation of what our clinician Pharmacist roles consist of
  + Explanation of Physician Associates role consist of
  + 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.
  + Raised concerns and how as a practice we have managed these – Nurse clinics being cancelled, No pre-bookable appointments, Medications not be issued or sent to the wrong pharmacy & unwelcoming and rude GP’s.
  + DR IQ broken down on what the app is for and how it is used by patients.
  + DR IQ triaging system explained and how they coincide with the Duty Doctor list and same day appointments
* Patient Feedback &Questions
  + Difficulty arranging appointments for patients who work and cannot attend the surgery during the day or take calls whilst at work. – Abid advised we do offer an extended hours service and a Saturday clinic.
  + Do patients get allocated a GP? – Abid explained there has been many changes to GP and we do not allocate GP’s but patient can request a preferred GP.
  + Advised we should work with Sheffield COVID Group
  + Who are the Physician Associates regulated by as they are not medically trained, who is they governing body, who would patients complain to if there were issues?
  + Reception staff need to provide patients with the correct information when sending patients to hospitals, e.g, Patient was advised Hammersmith Hospital Phlebotomy was walk-in but patient was told in the hospital an appointment was needed?
  + Would like appointment system and Dr IQ to be patient friendly
  + Peter PPG Chairman advised, pre-COVID the practice had an excellent relationship with patients and understand a lot has changed due to COVID and change in management but would relationship to be strong again
  + DR IQ is very hard to use when English isn’t a patient first language – Abid advised, patients can still call and come to reception to book appointments but reception are trained to encourage patients to try and use DR IQ
  + Dr Ahmed Mudei advised that we are a GP practice and things will never be perfect but we are trying every day to make our service accessible and easy to use for our patients. That we need Physician associates and Pharmacist as there is a shortage of GP’s
  + Patient have good relationships with the Nurses and HCA’s.
  + Abid and Peter discussed arranging a DR IQ training session for patients to attend but that reception team are trained on helping patient navigated the app.
  + Agnieszka reassured patient that we are trying to hire GP but it’s a national problem
  + Same day appointment system explained – Most appointments are same day, this is to reduce the backlog of patients booked into appointment that were weeks in advance, explained that same day appointments are safer and that we do have the capacity of pre-booking an appointment if that works for the patient and the GP feels it’s not an urgent matter.

Minuets written by Paige Lambert