

Holt Area Patient Participation Group – HAPPG	
Date of Meeting	Monday 20 th March 2023
Present	From HMP: Katie Franklin (Business Manager) KF , Becky Burns (Operations Manager) BB , Dr Shelley Cook (Executive Partner) SC From HAPPG: - Ann Pugh-Smith, John Pugh-Smith
Apologies	Elaine Thexton
MINUTES	
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Last Month's Minutes	Agreed as accurate. Public version to be published.
Outstanding Admin Tasks	Website wording – approved. We are looking to increase the number of Named Members by 1 or 2. KF has asked for new website wording, terms of reference, January's public minutes to be uploaded to the PPG page along with live links to the email address and the practice's complaints procedure. KF also asked for slight tweak to the content of the PPG online form. Should be live by April.
Members	We still need more patient members, and this needs discussion at the next meeting. Good we now have a live email address and accurate and up to date website page (or will do by end of March).
Update on Blakeney	The formal process with ICB is progressing. Unfortunate timing with annual Parish Meeting – main topic of which was Blakeney Surgery – ICB recommended we did not attend as there would be timetables opportunity for engagement in the future. Duncan Baker has written open letter to ICB. At this stage is a consultation and options appraisal of possibilities. We are now gathering some information the ICB has requested and await the outcome of their formal meeting scheduled for April.
Community Physio	Brief explanation that the community physio service is struggling which is impacting on the availability of our first contact physio, Nick, who is picking up the slack. We are working with the ICB to try to improve the situation.
PCN	NN1 will no longer be using NNPC to manage its PCN services. We have taken that in-house. Wells Surgery have left our PCN and joined with Burnham's PCN in the West.
COVID	Spring Boosters start in April. Care Homes first 3 rd to 16 th April, then 2 clinics on 15 th and 22 nd April. We will text patients with booking link who have mobile and write to those that do not. Website in process of being updated with eligibility content and details on how to book.
Bank Holidays and Medication	Easter is always a busy time in Pharmacy with the double bank holiday – and then there are another 3 in succession in May. It will be very tough to stay on top of demand and patients will naturally worry and try to order too soon or collect early. We will offer overtime if needed. We are launching a 7 day

	<p>campaign to try to help simplify the ordering and collection process – order on a Monday – collect the next Monday.</p> <p>Discussed the bigger queue on a Friday afternoon – possibly following ordering over the weekend before. Discussed extending the Perspex to cover a greater area and better barrier control. How could we encourage patients to collect at a different time to a Friday afternoon – as queues are less at other times?</p> <p>There are the buzzers for frail or very elderly customers who are unable to stand in the queue – will make sure Pharmacy are promoting their availability so these patients are aware and feel confident to come forward and request one.</p>
Phone Message	Between 1 and 2 now over to Medicom – working well. Agreed we need to streamline the phone messages and make all one voice – is a work in progress.
Pedestrian Crossing	The white lines are very faded – we are looking into getting them re-done shortly.
Dates of next meeting	<p>15th May 2023 @ 2.30pm @ Holt Surgery.</p> <p>Suggested topics:</p> <ul style="list-style-type: none"> • New members • Promotional article? • AOB from Members