

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 24 th July 2023
Present	From HMP: Katie Franklin (Business Manager) KF , Dr Shelley Cook (Executive Partner) SC From HAPPG: - Elaine Thexton, Ann Pugh-Smith, John Pugh-Smith
Apologies	Becky Burns (Operations Manager) BB
MINUTES	
Apologies	BB was on annual leave.
Last Month's Minutes	Agreed as accurate.
Positive Feedback	John commenting that Nurse Manager, Julia has such a can-do attitude – really impressed.
Dementia Clocks	These don't look good as a first impression with paper covering up the wrong date, and time ahead. Either fix them or replace them. Explained they were very expensive. Ann knows someone who may be able to fix it. KF to have a look and if not obvious, will let Ann know. If can't fix, needs replacing.
NHS App (blood test results)	NHS App – It was agreed that there needs to be greater use of the App. However, beforehand, the Practice needs to better understand how that can be best achieved, particularly dealing with concerns/queries from patients. It is hoped that an appropriate “push” can be achieved towards the end of the year. S. Members explained it was frustrating that the blood tests did not explain whether they were of any concern or okay. On investigation, it appears that the “comments”, as written by the GPs every time they file a blood test, are not pulling through onto the App, which is unhelpful and not as intended. SC and KF to investigate.
Evolution of Signposting and Duty	Discussed continually increasing demand, and, measures the Practice has been considering to help empower Reception to signpost patients appropriately. Trialling placement of a GP in Reception during peak call times (not to answer phones or get involved directly with patients) but to help Reception feel confident to check and manage appropriately. This starts on Tuesday, 25 th July. KF to provide I feedback at next meeting. Due to rising pressures on GP times, the Practice has also brought in a cap for “on the day” duty calls for the GPs. This is currently set at 20 telephone triage appointments (some of which may then result in face-to-face appointments as well later that day) – more than the recommended list. Once all slots filled then any “on the day” demand would be signposted to 111; but, always, “on the day” urgent appointments will remain available for children, patients suffering from serious mental health concerns and end of life patients.
Members	Discussed the recent application from a patient to join the group as a core member that was subsequently withdrawn. They were disappointed with the timeframes and process for joining and the ethos and foundations of the Group. They had raised their concerns with the ICB/Healthwatch and with the PPG.

	<p>These were discussed. The PPG remains comfortable with how this application was dealt with and agreed it was a shame that the patient had felt that they had encountered barriers to joining the PPG .</p> <p>Discussed 2 other live applications to become core members. Both seemed positive. It was agreed that KF will follow up and make contact (copying in the PPG email) to set up a meeting (ideally on a Monday afternoon).</p> <p>Unfortunately, the 2 potential core members discussed at the last meeting felt they are unable to offer what is required at this time and so have withdrawn their interest.</p> <p>KF to double check Terms of Reference to see if would be useful to more detail about the process for joining and interim review following attendance at 3 meetings for new core members.</p>
Update on Blakeney	<p>Discussed how the application to close about to enter patient engagement phase. First opportunity that the Practice has been allowed to take to ensure detailed information is available.</p> <p>Discussed detailed engagement plan – that has been sent to all key stakeholders.</p> <p>Discussed patient engagement timeline (1st August to 30th September) and key dates.</p> <p>Reviewed the draft PowerPoint for comment and input.</p> <p>Discussed detailed patient facing information and pending survey. Draft questions for Survey will be circulated to the group for comment before finalised.</p> <p>Discussed meeting with Duncan Baker MP and Healthwatch Norfolk's support and assistance in ensuring the process is properly navigated – as there is a lot to think about.</p> <p>Elaine will attend the public meeting.</p>
Update on new Health POD in reception	<p>It is in and working and excellent. Results (height, weight, BP, pulse) upload into the cloud and then a GP files into notes. BUT we have requested some tweaks and improvements which, until actioned, we are not promoting the POD so have put a pause on creating promotional material.</p>
Dates of next meeting	<p>Agreed to delay September's meeting until October, which should also enable discussion regarding results of the Blakeney patient engagement phase. It also reflects members availability in September.</p> <p>16th October 2023 @ 2.30pm @ Holt Surgery.</p>
ACTIONS	
New	<ol style="list-style-type: none"> 1. NHS App – blood test comments 2. Dementia Friendly Clock 3. Contact prospective members 4. Check Terms of Reference
Ongoing	<ol style="list-style-type: none"> 1. Pedestrian crossing 2. Streamline Phone Message
Date of Next Meeting	16th October 2023 @ Holt @ 2.30pm