

Holt Area Patient Participation Group – HAPPG	
Date of Meeting	Monday 16 th January 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	
Apologies	Elaine.
Last Month's Minutes	Agreed as accurate.
Outstanding Admin Tasks	<ol style="list-style-type: none"> 1. Website wording – John has provided draft wording for the website. KF to double check and run final version by him prior to updating the website. 2. Wish to share public version of PPG minutes from January this year.
Members	We still need more members. KF could email the current list of volunteers to see if any keen to join – and then consider advertising on the website, in the Chronicle, via text etc.
Update on Blakeney	Met with the Parish and District Councillors to discuss possibility of closing Blakeney Surgery. At Parish's request, HMP have spoken to the ICB (the old CCG) who have started their formal process.
NHS App	General discussion – HMP want to promote it more as it is considered by far the BEST way to order repeat medication without the need to visit the Surgery.
Leaflets	General rule that any posters and leaflets in the Surgeries need to have a health or social care basis – otherwise becomes advertising space.
Duty System	Update on operational changes following the unprecedented demand and pressures in the lead up to Xmas. System now capped at 100 duty doctor calls a day (or 125 on a Monday) – any more than that the Duty Docs are not able to safely operate, the admin is too much, and it can become unsafe.
Warm Spaces	Ann mentioned Briston – All Saints Community Centre – and how the community can book it as a warm space – worth promoting with our Staff. Suggested raising awareness via the Briston Community Facebook Group.
Phone Message	Is it possible to look at this and streamline it? It is very long.
Dates of next meeting	20 th March 2023 @ 2.30pm @ Holt Surgery. Suggested topics: <ul style="list-style-type: none"> • New members



- Promotional Material
- AOB from Members