

<b>Holt Area Patient Participation Group – HAPPG</b>	
<b>Date of Meeting</b>	Monday 15 <sup>th</sup> May 2023
<b>Present</b>	From HMP: Katie Franklin (Business Manager) <b>KF</b> , Dr Shelley Cook (Executive Partner) <b>SC</b> From HAPPG: - <b>Elaine</b> Thexton
<b>Apologies</b>	Becky Burns (Operations Manager) <b>BB</b> , <b>Ann</b> Pugh-Smith, <b>John</b> Pugh-Smith
<b>MINUTES</b>	
<b>Apologies</b>	Becky had meetings and could not attend. John and Ann were double booked.
<b>Last Month's Minutes</b>	Agreed as accurate.
<b>Outstanding Admin Tasks</b>	For discussion at next meeting. Inbox working well – Elaine brought email received complimenting the COVID clinics and has passed to BB to share with staff. Website updated and link to minutes and all other PPG misc now live on the website <a href="https://www.holt-practice.nhs.uk">Patient Participation Group   Holt Medical Practice (holt-practice.nhs.uk)</a>
<b>Members</b>	One application to join rejected due to existing conflict of interest. KF to respond. John has spoken to 3 other possible new members – will pass contact details to KF to liaise with directly.
<b>Update on Blakeney</b>	Application to close process still progressing – next step is that the ICB have a PCCC committee meeting where the application is considered. Then begins public engagement phase. BPC have applied to list the Surgery as an asset of community value (ACV) and the Practice has lodged its objections to this with NNDC. We await the outcome.
<b>New Health POD</b>	Now located near the nurse wing in Reception at Holt. Takes height, weight, calculated BMI and does your pulse and BP. Elaine tried it out 😊. Links directly into pt notes. Readings files against thresholds and any high or low flagged with registered GP. Will help catch up on those pts who we don't see very often who can just pop in whenever suits. Could save time in consultations as well. Need to do some signage and get a support barrier for frailer pts. WIP.
<b>Staff Training Day</b>	On Thursday 8 <sup>th</sup> June we will be closing for the whole day. We haven't had a training day since pre-covid and with large number of new staff and new ways of working, it is important. Doors to all 3 sites will be closed, phones transferred to medicom (as we do at lunchtime). Staff training in AM and team building in PM. Everyone is looking forward to it. We have taken measures to ensure extra staffing the next day.
<b>COVID</b>	Clinics completed. Tech issue on the first clinic caused some queuing. Elaine volunteered on this one and some pts very impatient and some rude which was disappointing to hear. Second clinic on 22 <sup>nd</sup> – IT issue had been resolved and ran

	to time and without hitch. Care homes all done and housebound being done this week/next. Great campaign. Wonderful volunteers and staff.	
<b>Phone Message</b>	Our phones all go into a new cloud system on 11 <sup>th</sup> July and so as part of this switch over we will be reviewing the phone message and options and trying to streamline it.	
<b>Pedestrian Crossing</b>	Faded white lines. KF to discuss with facilities manager.	
<b>Pharmacy Signage and Queue</b>	New sign explaining 7 days pick up and why there needs to be time between ordering and collection has gone down really well. Lots of positive pt feedback. Queue system better now not across main entrance. Easter and all the May BHs went well – credit to the team and pts.	
<b>AOB</b>	KF has become a Partner, effective from 1 <sup>st</sup> April 2023.	
<b>Dates of next meeting</b>	17 <sup>th</sup> July 2023 @ 2.30pm @ Holt Surgery.	
<b>ACTIONS</b>		
<b>As a priority</b>	<ol style="list-style-type: none"> <li>1. KF to sort pedestrian crossing</li> <li>2. Streamline Phone Message</li> <li>3. Signage and Support for POD</li> <li>4. Patient awareness of closure day</li> <li>5. Recruit new members</li> </ol>	
<b>Date of Next Meeting</b>	<b>17<sup>th</sup> July 2023 @ Holt @ 2.30pm</b>	