

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 16 th October 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 involved in Flu and COVID operational misc.
Last Month's Minutes	Agreed as accurate.
PPG Interviews	Discussed the 2 candidates we interviewed earlier in the month. Unanimous decision to ask both to join in the NY. KF to email them to formally offer position. Confirmation of importance of minimum term and probation period for both sides.
Application to become Core Member	From a member of the Parish Council in High Kelling. Agreed to ask the pt to attend at the start of the next meeting to enable everyone to meet them and discuss the group, its dynamics and purpose and what they could bring to the group. KF to respond to the pt.
Update on Blakeney	<p>Patient Engagement Phase now over. KF brought the feedback gathered for the Group to review:</p> <ul style="list-style-type: none"> • 2 x 3rd Party Surveys • Hard Copies of our Surveys completed by hand (summary of the online ones completed not yet available from Healthwatch). • The Petition • Comments Cards • Emails and Correspondence <p>The Group spent some time looking through the above and commenting on reoccurring themes surrounding transport and meds collection from Blakeney.</p> <p>Next steps in the process were discussed: final submission due form HMP to the ICB by the end of the year and a decision will be made by the Primary Care Commissioning Committee in Jan or Feb meeting.</p> <p>The Group was thankful for being kept in the loop throughout. The opportunity, now, to review the entirety of patient feedback had been a useful exercise. Everyone agreed that they had gained a greater understanding of the situation and potential issues.</p> <p>However, concerns were expressed about the emotive nature of how some of the patient worries have been represented; and it was disappointing that some information in the public domain appeared to lack factual correctness.</p> <p>KF/SC are aware of the political and public interest that has been shown by patients to this application they reassured the lay members of their wish to ensure that patients are made aware that the lay members of the PPG are not</p>

	involved in making the decisions that are driving the application, and, that KF/SC wish to protect them from any personal criticism, which would be misplaced.
Dates of next meeting	Agreed to delay December's meeting to January so that the submission on Blakeney will have been completed. 15 th January @ 2.30pm @ Holt Surgery (2pm if the new applicant can make it for interview at the start).
ACTIONS	
New	<ol style="list-style-type: none"> 1. Email New Members of the PPG to offer post 2. Invite applicant for interview 3. Double Check Terms of Engagement
Ongoing	<ol style="list-style-type: none"> 1. Pedestrian crossing 2. Streamline Phone Message
Date of Next Meeting	15th January @ 2.30pm @ Holt Surgery