

## Holt Area Patient Participation Group – HAPPG

<b>Date of Meeting</b>	Monday 18 <sup>th</sup> March 2024
<b>Present</b>	From HMP: Katie Franklin (Business Manager) <b>KF</b> , Dr Shelley Cook (Executive Partner) <b>SC</b> , Becky Burns (Operations Manager) <b>BB</b> From HAPPG: <b>Elaine</b> Thexton, <b>Ann</b> Pugh-Smith, <b>John</b> Pugh-Smith
<b>Apologies</b>	<b>Janice</b> Kemp
<b>MINUTES</b>	
<b>Last Month's Minutes</b>	Agreed as accurate.
<b>PPG New Members</b>	Unfortunately, due to extension of engagement period for Blakeney Surgery, was decided it would be inappropriate to bring the new members in until the matter was concluded (see below). Hopefully can come to the next meeting in May.
<b>NHS App</b>	Progress has been made and draft comms and material near approval including dispensary bag flyers, website comms and we have been holding some NHS App drop in sessions that have been well received.  The Script Booth will shortly be having a push to convert more to using it (especially if they currently use Patient Access as eventually this will be switched off).  Since Dispensary have been texting pts to let them know when their medication is ready, there have been almost no queues. It is working well and well received.
<b>Update on Blakeney</b>	Final submission document was submitted as planning January.  The ICB recommended a short 8-week extension to the engagement period so they could carry out more data collection around mitigation were the Surgery to close. This was approved by the PCCC.  Blakeney Parish Annual Meeting was held on 7 <sup>th</sup> March and the ICB and several partners attended.  ICB's period for feedback closes on 2 <sup>nd</sup> April and this will then be shared with HMP. We are then permitted to amend our submission should we wish and the final decision will be made at an extraordinary meeting of the PCCC due to be held on 7 <sup>th</sup> May.  The potential shape of any alternative meds collection service locally should be discussed with PPG at next meeting – as the PPG are well placed to raise patient focused concerns, FAQs etc. To discuss at next PPG meeting.

<b>Chronic Disease Recall – Pending Changes</b>	<p>Lots of change internally for the admin and clinical teams.</p> <p>Preparation ongoing – week one of the new system goes live at beginning of April.</p> <p>Hard to plan for a lot of it until it goes live. Slightly nerve wracking but we are confident that once we get through month one it will be an improvement for everyone.</p>
<b>Meeting with Fakenham and Sheringham PPG</b>	<p>Happened on 2<sup>nd</sup> Feb. Was useful and interesting to hear from other groups in the area.</p> <p>Look into joining National Association for PPGs.</p> <p>All 3 PPGs operate differently within their own Surgeries. Their comms to patients differ. Their relations and interactions with the senior practice team and partners differs.</p> <p>It was interesting to learn and important that our PPG continues to operate in a way that we all feel we can commit to, within the scope of our Code.</p>
<b>Spring COVID campaign</b>	<p>2 large clinics on Saturday 27<sup>th</sup> April and Wednesday 15<sup>th</sup> May. Limited in May when can have the clinics due to Bank Holidays – not possible to have them the same week as puts increased strain on appointments.</p>
<b>Healthwatch Feedback</b>	<p>Elaine reporting positive experience with Healthwatch when they visited at Holt and patients seem to be being positive about the Surgery. Will await the report from Melton and Holt.</p>
<b>Date of next meeting</b>	<p>20<sup>th</sup> May 2024 @ 2.00pm</p> <p>15<sup>th</sup> July 2024 @ 2.00pm</p>
<b>ACTIONS</b>	
<b>New</b>	<ol style="list-style-type: none"> <li>1. Blakeney Mitigation – more content</li> <li>2. Join National Association for PPGs?</li> </ol>
<b>Ongoing</b>	<ol style="list-style-type: none"> <li>3. Streamline Phone Message</li> <li>4. NHS App comms</li> </ol>
<b>Date of Next Meeting</b>	<b>20<sup>th</sup> May 2024 @ 2.00pm @ Holt Surgery</b>