

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 15 th January 2024
Present	From HMP: Katie Franklin (Business Manager) KF , Dr Shelley Cook (Executive Partner) SC , Becky Burns (Operations Manager) BB From HAPPG: Elaine Thexton, Ann Pugh-Smith, John Pugh-Smith
Apologies	None
MINUTES	
Last Month's Minutes	Agreed as accurate.
PPG Interviews	Discussed the third candidate interviewed earlier in the month. Unanimous decision to ask to join for the next meeting. KF to email them to formally offer position.
NHS App	<p>Shared intention for push on NHS App usage in Feb and March. Going to phase out Patient Access and promote benefits of NHS App. Starting with staff training in February and then a soft, targeted launch of patients wanting to change. Once the staff are more confident in what the NHS App can do and how it interacts with EMIS (the clinical system) they will be better placed to support our patients with the change.</p> <p>PPG wanted to pass on thanks to Pharmacy Team for marked improvement in efficiencies and always helpful and pleasant.</p> <p>Discussed potential impact to HMP of loss of income from pts using online pharmacies and the impact this will have on high street community pharmacies as well. A reduction in number of dispensing patients would impact on HMP's staff levels and services it can / cannot afford to provide. GP surgeries rely heavily on dispensing income without which there will be less available to fund secondary services, staff, premises etc. PPG suggested a fact sheet about this topic for future date TBA.</p>
Update on Blakeney	<p>ICB and members of the PCCC visited Melton, Blakeney and Holt Surgeries on 10th January. It felt useful for them to see the three sites, experience our widespread rurality and differences in our buildings.</p> <p>Senior members of the ICB then inspected and reviewed all the engagement correspondence and data that had been collated throughout the process.</p> <p>Our final submission document has been finalised and will be submitted to the ICB tomorrow. ICB will then review and make their recommendations to the PCCC. The PCCC is due to meet on 13th February. KF will keep PPG updated.</p>

Chronic Disease Recall – Pending Changes	<p>Discussed changes to the way HMP manages chronic disease recalls. Currently diary system – from April going to change to birthday month recall system – more reliable for pts and staff and will hopefully reduce (for some) the number of times they need to visit for an appointment.</p> <p>We discussed this is followed by many and we will work on positive and timely patient comms to manage the change.</p> <p>PPG offered to help man phonenumber to help with any queries when launched.</p>
PPG Social	<p>John had been contacted by Fakenham PPG who had also been in touch with Sheringham PPG and suggested PPG members get together to get to know each other, share tips etc. Agreed sounded friendly and a good idea.</p>
Date of next meeting	<p>18th March 2024 @ 2.30pm</p>
ACTIONS	
New	<ol style="list-style-type: none"> 1. NHS App Factsheet for Pts – Did you know? 2. Factsheet for pts raising awareness of pros and cons for patients and impact on dispensing practices and high street pharmacies for patients choosing online pharmacies. 3. Manned phonenumber for queries regarding upcoming changes to Chronic Disease recalls.
Ongoing	<ol style="list-style-type: none"> 1. Streamline Phone Message
Date of Next Meeting	<p>18th March @ 2.30pm @ Holt Surgery</p>