

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 20 th May 2024
Present	From HMP: Katie Franklin (Business Manager) KF , Dr Shelley Cook (Executive Partner) SC From HAPPG: Elaine Thexton, Ann Pugh-Smith, John Pugh-Smith, Janice Kemp, Antonia Hardcastle.
Apologies	Alex Stewart, Becky Burns (Operations Manager) BB
MINUTES	
Last Meeting's Minutes	Agreed as accurate.
PPG New Members	Welcome to our three new members of the PPG. Alex, Janice, and Antonia. Unfortunately, Alex was unable to make this meeting but will be at the next.
Update on Blakeney	<p>Recap on ICB's recommendation to the PCCC and the unanimous decision in support of HMPs application to close Blakeney Surgery made on 7th May 2024. PCCC were supportive of HMPs wish to see the local medications service relocated and shared a wish to see this succeed.</p> <p>Focus now for HMP on trying to make this a reality. Discussed the plan of action over the next 6 months (as shared with the ICB, PCCC and HOSC) and the importance of good communication. KF to ask Healthwatch to review the wording of the patient FAQs.</p> <p>Discussion about potential sites in Blakeney and further afield if not possible to find a suitable site in Blakeney. KF to email PPG members with headline requirements for new sites (such as parking, accessibility, security etc) and the potential rental income available for hosting.</p> <p>PPG keen to help facilitate, where they can, discussions with the Blakeney community to make this relocation a success. KF to get in touch with Blakeney PC keeping them updated and asking for their support or input.</p> <p>Data collection at the point of collection is continuing for all Blakeney patients so that we know exactly who may be affected by any future change.</p>
CQC	<p>Having some issues updating HMPs CQC registrations – as many are experiencing with the new portal.</p> <p>Have managed to manually update registration to ensure is current with all GP Partners. Remaining challenge is to register KF as new noon-clinical Partner with the CQC and then switch Dr Clark's status as registered manager to her. Is proving tricky – but CQC and LMC are aware we are trying.</p>
Spring COVID campaign	x2 large clinics on Saturday 27 th April and Wednesday 15 th May. There were some queues at times. We experienced lots of people coming earlier than their booked slot times which caused some bottle necks. At the second clinic we had

	85 DNAs which is really frustrating as those people blocked others from having their COVID vaccine locally.
Recruitment	We are experiencing a high turnover of staff at the moment across all departments. Recruitment (and associated training) is time heavy and can be unsettling for remaining staff. However, it is also exciting to bring in new members to the HMP team....but acknowledgement that they take a bit of time getting up to speed before they can bring their new ideas and energy to the table.
Healthwatch Feedback	Quick update on last month – the report has come back from the comments Healthwatch received from Melton and it was mainly positive. Melton-Constable-Surgery-feedback-report-February-2024.pdf (healthwatchnorfolk.co.uk)
Date of next meeting	15 th July 2024 @ 2.00pm
ACTIONS	
New	1. CQC Documentation / Registrations
Ongoing	1. Blakeney Relocation of Meds Collection & Ordering Service 2. Streamline Phone Message 3. NHS App Usage/Push 4. Join National Association of PPGs
Date of Next Meeting	15 th July @ 2.00pm @ Holt Surgery