

Holt Area Patient Participation Group – HAPPG

Date of Meeting

Virtual Update Only w/c 16th September 2024

Update

Staff Training – Half Day Closure

We will be closing for the PM on Thursday 3rd October. The doors will be closed and there will be no appointments. This time will be used for much needed staff training. We would usually be closed 12.30 – 2.30 so we will be extending the period of phone cover provided by Medicom.

We will text all patients the week before about the closure, update the website and ensure there is a phone message live the week of the closure reminding/warning patients.

We will have additional capacity available the following day for any overspill from Medicom.

Recruitment & Training

We still have nursing vacancies that we are struggling to fill but continuing to advertise. We are planning to utilise our Paramedics and PAs for some elements of chronic disease management which will help with capacity in the future.

There is a Norfolk and Waveney wide project in evolution to focus on regular, quality, and focused primary care back office/admin training and qualifications – something that is worryingly lacking and much needed.

Seasonal Vaccinations – COVID & Flu, RSV, Pneumo, Shingles

Our COVID and Flu vaccination campaign kicks off on Tuesday 17th September. Texts (with booking links) and letters (for those without mobile numbers) will be sent that AM and the dedicated booking phone line will open for 2 weeks, 2-5pm daily. As per guidance and last year, we will be promoting dual vaccination at the clinics.

There was evidence nationally (reflected in Holt's numbers) of vaccine apathy – so anything we can do to promote vaccinations, given our elderly cohort, is helpful.

The [website](#) has been updated and we will continue to promote where we can.

Pharmacy will offer private flu vaccinations for those that are not eligible on the NHS from mid-October.

RSV clinics started this week and went well – and will continue over the next couple of weeks. Uptake was as expected but could be better.

Pneumo – we ran a Saturday catch up clinic in August and will vaccinate sporadically over the next few months – and run another catch up clinic towards the end of the year.

Shingles – we vaccinate sporadically, with the odd focused clinic where capacity has allowed.

Eligibility criteria this year is complicated (especially for Shingles and RSV and so there is natural confusion from patients as to who is eligible for what vaccine).

<p>Update on Blakeney</p>	<p>Parish Council Meeting on Tuesday 6th August, attended by Jane our Superintendent Pharmacist and Dr Farthing. It went well and the Pharmaboxes were positively received.</p> <p>The details and drawings required for Holt and Blakeney’s Pharma boxes’ planning applications have been agreed.</p> <p>Once planning approved we will be able to order. We cannot order before as a 50% deposit is required at the point of ordering and would be irresponsible without confirmation of planning. The total cost of the Boxes is approx. £65k PLUS any associated utility or groundworks required at both sites.</p> <p>At Holt we are also looking to replace the existing canopy over the entrance and extend it the full length of the building – to provide greater shelter and protection in adverse weather. This is a further £10k.</p> <p>We would continue to staff some form of collection service from Blakeney Surgery building after 7th November to bridge any gap in provision as long as planning is being actively progressed.</p> <p>Insurance remains an issue – but we are looking to find someone who can insure at an affordable price.</p> <p>Once we have confirmation of planning and delivery timelines we can start focused discussions with patients and the process of onboarding or discussing alternative options for collections.</p> <p>Action continues behind the scenes at creating some capacity for our most vulnerable patients in the free medication delivery service that we offer.</p>
<p>Strike Action</p>	<p>This has been discussed at length with the GPs (partners and salaried GPs). We felt very strongly that patient services should not be affected. There has been a focus on the shift of unfunded work from secondary care to primary care and we are proactively monitoring that and pushing back where appropriate. The GPs are finding their daily workload unmanageable at times – but this is not their patient contacts – it is the back-office admin, tasks, supervision, reviews, targets and management required – and it is feeling overwhelming at times.</p> <p>With renewed focus on care navigation efficiencies and being stricter with patients and back-office training and support we hope to ensure our most valued and senior clinicians feel they can focus on providing frontline clinical services as intended without the need to reduce the number of patient contacts.</p>
<p>Health Kiosk & Check-in Screen</p>	<p>The new Health Kiosk (in Holt reception on the right) is slowly taking off. It has been moved to a slightly more prominent (yet still private) location and we are starting to actively direct patients to use it.</p> <p>The results go directly into the patient’s clinical record and so really does save time and means up to date readings are available before appts, or at a patient’s leisure without needing to take up a clinical appointment. Better flexibility, reliable measurements and increasing capacity – win win!</p> <p>We have ordered new check-in screens for Melton and Holt – these should arrive in the next couple of weeks and hopefully more reliable. We will be encouraging ALL patients with a pre-booked appt to sign in using the screen leaving reception free to deal with enquiries.</p>

Date of next meeting	18 th November 2024
ACTIONS	
New	1. Pharmaboxes
Ongoing	<ul style="list-style-type: none"> 2. Phone Message 3. NHS App 4. CQC registrations
Date of Next Meeting	18th November @ 2.00pm @ Holt Surgery