

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 18 th November 2024
Present	From HMP: Katie Franklin (Business Manager) KF , Dr Shelley Cook (Executive Partner) SC , Becky Burns (Operations Manager) BB From HAPPG: Ann Pugh-Smith, John Pugh-Smith, Janice Kemp, Alex Stewart, Elaine Thexton
Apologies	Antonia Hardcastle
MINUTES	
Welcome	Alex Stewart – first meeting. Even though the members are known now to many in the Practice, it would be good if members could wear visitor badges when on site. These will be available to collect on signing in, behind reception.
Recruitment	Current vacancy for salaried GP. Very few applicants the last time we advertised. Budget has caused us to question whether can afford to.
Professionalism & Privacy Training	Recently delivered to all staff to ensure high level of understanding about the importance of creating a professional environment for all patients when they visit and remembering what is important to a patient when they visit a Surgery and how we all play a part in maintaining that. Alex mentioned upcoming Health Inequalities Training that is being rolled out by the ICB – and to get more information. HMP also hosting Oliver McGowan training in the new year as nice to utilise the training room and easier for our staff to attend.
Seasonal Vaccinations	Update. All clinics concluded. Majority of pts vaccinated with both, by HMP. % of our cohort vaccinated by HMP has gone down slightly from last year – not as much as national average but shows potential vaccine apathy. Will be doing the Spring campaign if they offer it. Possibility next year Flu and Covid will be in one syringe and so easier to run the joint clinics. Pts that wish to only have one, will still be able to. Some RSV and pneumo catch up still going on. Elaine sharing that many patients were confused by the initial text about the campaign in general – they took this to mean they were eligible. Need to make this clearer next campaign. Offered to come to the debrief meeting.
Pharmabox24	Both High Kelling and Blakeney Parish Councils have submitted their support for HMPs planning applications for Pharmaboxes at Holt Surgery and Blakeney Village Hall. NNDCC has approved the planning application for Holt Surgery and confirmation on Blakeney is pending.

	In the interim, Blakeney Surgery site will remain temporarily open to avoid any cessation in service, whilst the plans for the Pharmabox are actively being progressed.
HRT	Recent change from 3 monthly to monthly script for HRT. Historically HRT treated differently to other medication as expensive but now there is an exemption certificate available (making it affordable) HMP are treating this medication the same as all other medication and issuing it monthly.
Wasted Medication	<p>Discussed examples of £1000s of unused medication being returned to the Surgery when people pass away or move house. It is being ordered but not used. This costs the NHS so much money and is damaging the environment.</p> <p>We would like to promote ore responsible ordering and the importance of only ordering what you need. Do we need to do a piece of education with patients on this?</p> <p>Alex to put out some feelers about environmental impact and whether any supportive material.</p>
Patient Health-Kiosk	In Holt reception, in on the right. Being used more routinely. Is excellent as the readings (height, weight and blood pressure) are taken and then drop automatically into the patient's clinical record. It saves appointments and ensures the Surgery always has up to date observations for patients. The stats show that the usual time to complete the standard check is 3 – 4 minutes.
New Patients	We have recently streamlined the process for new patient registrations. It should now feel more professional and ensure no wasted appointments. There is a now the ability to complete the registration form, online.
Shared Record	Discussion around the difficulties patients have around understanding who can and cannot see what piece of information, letter or result relating to their care. There is a misconception that GP surgeries and hospitals can all see the patient's full record and test results done across all sites but this is not the case and can be difficult to manage and it results in confusion and sometimes complaints. This would be another good education topic with the aim to reduce uncertainty.
FAQs	Discussed wish for new page on the website for FAQs to help share key information with patients that might otherwise be hard to find in amongst other pages in the website. John will look at other examples over the next month and liaise with BB to do a first draft.
Phone Message	This has finally been revamped and streamlined and some new call waiting technology has been purchased that should make the patient's experience during busy times more manageable. This will be implemented by the end of the year.
New Budget	The impact that the new budget will have on General Practice as a whole and on Holt is significant. Most GP Surgery income comes from the Government. Yet we are not considered to be a public body and we run as a private business. So on the one hand, we cannot increase our earning through private work or put our fees up but neither are we exempt from the impact of NI changes like the hospitals are. Neither do we qualify for small business exemption because

	the majority of our funding comes from the Government (or we are too big). At a time when General Practice is the only health service to be offering more than it was pre-COVID, this feels harsh and demotivational. We are currently looking at how we can make changes to be able to afford the financial impact.
QEH closure of 12 beds	Concern about impact of this on pts. Alex explained that these beds were occupied with patients who were clinically fit to discharge but often nowhere to go to safely. So instead of the 12 beds at the hospital (which is the wrong place for these patients to be) these have been moved to 12 community beds which is a more suitable location.
New Members?	When last discussed in July – feeling that 6 patient reps plus 3 HMP reps in attendance felt sufficient. Still feels like 6 may be enough but perhaps 1 more for holiday cover and other absences. In the first instance, KF to reach out to The Treehouse Café in Charles Road to see if any patients from a younger, working or parental demographic would be willing to consider being members, or if they knew anyone that would.
Date of next meeting	Monday 20 th January @ 2.00pm
ACTIONS	
New	<ol style="list-style-type: none"> 1. New members? 2. FAQs 3. Wasted Medication / Environmental Impact 4. Health Inequalities Training?
Ongoing	<ol style="list-style-type: none"> 5. PharmaBox24 6. New Phone Functionality and Message 7. NHS App Promotion 8. CQC registrations
Date of Next Meeting	Monday 20th January @ 2.00pm @ Holt Surgery