

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 14 th July 2025
Present	From HMP: Katie Franklin (Business Manager) KF , Dr Mondanna Irani (Executive Partner) MI , Becky Burns (Operations Manager) BB From HAPPG: John Pugh-Smith, Ann Pugh-Smith, Alex Stewart (remotely), Elaine Thexton, Antonia Hardcastle, Janice Kemp
MINUTES	
New Exec Partner	Welcome to Dr Mondanna Irani as new Exec Clinical Partner at HMP.
New Salaried GP	Dr Faye Mendham. Joined us from 1 st July 2025, from Watton Surgery.
24/7 Medicine Collection Machines	There have been some teething issues. Some patients who have tried to use the Box have struggled due to frailty or mobility. Any patients that selected the Box but having tried to use it feel it is not the right option for them can contact the Surgery and a GP will call them back to discuss suitable alternatives. Any errors in loading or functionality have been identified and rectified in the same way that we would had they occurred at the Pharmacy counter. Learning has been shared and we are continually trying to improve our processes and knowledge of the new system.
Blakeney Site	The Surgery closed to the public on 30 th June and was shut down entirely on 11 th July. The Partners will likely sell the site for residential development. This is now a private matter for the Partners.
Anima	Headline information shared about possible future use of Anima, a document processing tool, that enhances productivity, accuracy and reliability. We are considering investing in it to help streamline and futureproof our systems. We are keen to visit other practices that are using it to get their first hand feedback as to whether or not (and how exactly) it makes a real and tangible difference.
ICB Data Pack	This was shared with the Group. Some data slightly meaningless in a vacuum, some very interesting. Very helpful to have Senior management and GP in person to help answer questions on the slides.
Healthwatch Pt Feedback	Healthwatch recently conducted a pt survey at Holt Surgery. The website has been updated with the findings – which were overwhelmingly positive. Healthwatch-Holt-Medical-Practice-Engagement-Report.pdf
NHS App	Uptake has been relatively static. Excellent feedback and enhanced publicity for the drop-in sessions. Hopeful to have a ICB led session at the library later in the year. Also keen to get a tablet on site that is connected to the internet to assist onsite drop-in sessions.

Website FAQs	This functionality has now been added to the website, and we can continue to evolve it with future feedback and input from pts and staff.
Autumn Vaccination Campaign	<p>Highlighting the change in eligibility for 2025/2026 campaign for COVID. This has been increased to 75 and over (plus the usual at-risk categories 18 years and over).</p> <p>Flu – no change – 65 and over (and the usual at-risk categories).</p> <p>Full details about eligibility and dates etc will be put on the website.</p> <p>Elaine and Janice have volunteered to help on the booking lines, thank you.</p>
Holt Front Desk Accessibility	<p>Has been improved allowing better disabled access for Booth and Reception patients at the front desk in Holt.</p> <p>The second check-in screen now also in a better place.</p>
NN PPG Consortium	Next mtg is Friday 17 th @ Birchwood Surgery in North Walsham. John has volunteered to go. It would be useful if the ICB could put on a stakeholder event about PPGs and the various ways in which they can work with and alongside their practices by sharing ideas and success stories.
PPG Noticeboard	PPG can have the noticeboard, on right, in main reception entrance at Holt. To discuss at next meeting.
ACTIONS	
New	<ol style="list-style-type: none"> 1. Text Messages – FAQs and Quality Control 2. Positive press 3. PPG Noticeboard 4. Pt info leaflet re changes to NHS England and ICB.
Ongoing	<ol style="list-style-type: none"> 5. PharmaBoxes – integration and education 6. FAQs – evolve further 7. NHS App Promotion – everyone 8. PPG Patient Survey 9. More members? 10. Positive press for HMP / PPG 11. Text Messages – background review and consolidation
Date of Next Meeting	Monday 15th September 2025 @ 2.15pm.