

Holt Area Patient Participation Group – HAPPG	
Date of Meeting	Monday 15 th September 2025
Present	From HMP: Katie Franklin (Business Manager) KF From HAPPG: John Pugh-Smith, Ann Pugh-Smith, Antonia Hardcastle.
Apologies	Dr Mondanna Irani (Executive Partner) MI , Becky Burns (Operations Manager) BB , Alex Stewart, Elaine Thexton, Janice Kemp.
MINUTES	
24/7 Medicine Collection Machines	<p>General update. Now at capacity and teething issues ironed out.</p> <p>Third party feedback that some patients are finding it hard due to mobility issues to use the Box. These patients are encouraged to contact the Practice so we can explore what other options may be most suitable for them.</p> <p>There continues to be disappointment that patients with heavy and large bags are unable to use the Box. We agree it is frustrating. We cannot start to split these orders as there is not enough space in the Box for one patient to take up 3 or 4 or 5 spaces. It also becomes operationally difficult to manage.</p> <p>If any patient now collecting from Holt, is struggling to manage their collections, they should get in touch so we can see how we can support them.</p> <p>Any requests for home deliveries continue to be assessed by GPs as whilst there is a small amount of spare capacity, we must ensure this is reserved for our most vulnerable patients and emergency situations.</p>
Autumn Vaccination Campaign	<p>Amy came to lead these discussions.</p> <p>General update in the change of eligibility (most noticeably for COVID where the cohort has become more limited in age and qualifying risk factors).</p> <p>The website has full details of eligibility linked to the Green Book.</p> <p>Flu – no change – 65 and over (and the usual at-risk categories for younger patients).</p> <p>Great effort has been made this year to make sure the communications to patients have been clear and linked to the record to help other staff with any queries that arise.</p> <p>Booking lines go live on Tuesday 16th September and will be open 2 – 5pm Monday to Friday for the duration of the campaign.</p> <p>Care home and housebound patients will start to be vaccinated from 1st October and will be contacted directly by the Practice to arrange their visit.</p>
ACTIONS	
Ongoing	<ol style="list-style-type: none"> 1. PPG Noticeboard – to discuss 2. NHS App Promotion – enabling notifications 3. PPG Patient Survey 4. More members?

	5. Positive press for HMP / PPG
Date of Next Meeting	Monday 17th November @ 2.30pm