

Holt Area Patient Participation Group – HAPPG

Date of Meeting	Monday 17 th November 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, Antonia Hardcastle, Alex Stewart, Elaine Thexton, Janice Kemp.
Apologies	Ann Pugh-Smith.

MINUTES

Travel Vaccinations	HMP offer a limited number of travel vaccination appts for some vaccinations (as per GMS Contract). Some are too specialist, and we do not have enough capacity to vaccinate for all. Comfortable with number of appts available – as hard to justify diverting more resources to this vs other core NHS GP services. Discussion about better signposting IF the limited number of travel vaccination appts at HMP are full. BB to check AccuRx text is clear and helpful and Reception narrative is clear. BB to update website and run past Healthwatch.
Autumn Vaccination Campaign	Flu uptake is down on last year – which is disappointing given the amount of press about recent outbreaks. Still vaccinating opportunistically where we can and Kelling Pharmacy also now offering private flu where required. Concern that HMP were over texting about flu and covid vaccinations. BB to double check but suspect this is NHS England and the national campaign which HMP have no control over.
Pharmabox Update	Now have approx. 430 pts signed up and using the Blakeney Box and 180 (and rising) at Holt. Teething problems seem to have been ironed out and so now proactively promoting sign up to the Holt Box as well, to help with pt choice and flexibility. PPG suggestion to do a positive piece in the Glaven (and other local publications) thanking the community for their support and embracing the Boxes.
Boots in Holt	Some recent issues as their store manager on maternity leave and change in pharmacists. HMP have asked for a meeting with them to try to iron out the creases which will hopefully help reduce the number of patient concerns reported to HMP. Alex offering to raise with Local Pharmacy Committee but Katie keen to keep it informal for now – confident it can be improved through an open meeting, and if not, will ask for help to raise up the chain.
Medicus	HMP are looking at changing their clinical system from EMIS to Medicus at some point soon. Big change for everyone, shouldn't affect patient. Will keep everyone updated if or when any firm decisions are made.

S106 Monies	These are the monies that local developers have earmarked for capital improvements to premises that help improve capacity and access. They can be spent at Holt or Melton. Suggestions? Considering new automatic doors at Melton before they break due to old age. Also considering mobile IT equipment to help with home visits and care home rounds.
Oviva – Tier 3 Weight Management	Have had many issues with this provider. Katie is raising concerns formally with Oviva, the LMC and the ICB. Access is very limited. Operational communication and systems are poor. Access to Tier 4 is now virtually impossible due to needing to have accessed Tier 3 first. Is a real problem for patients and taking up SO much practice admin and clinical time trying to unpick deficient comms and decisions. Alex happy to raise with ICB if KF can forward more information.
PPG Conference	On Friday 21 st November – unfortunately no one from HMP PPG able to attend – we can share any useful tips of findings when the minutes are shared.
Healthwatch Update	Are now not under threat and have contracts to continue foreseeable future.
ICB Update	Norfolk ICB has merged with Suffolk ICB – reduction of 60% workforce expected. Whole of ICB in understanding state of flux and varying degrees of ownership and energy for change or quality improvement. It is a very hard time for them, and a frustrating time for everyone. Uncertain what the commissioning or leadership landscape will look like post April – which makes planning hard.
Glaven Social Worker	Antonia informed us that now a Social Worker at the Glaven on certain days – and they can be utilised by anyone locally that would benefit from seeing them f2f – they do not necessarily have to be using the Glaven's services. Antonia will share the dates with Dr Irani.
ACTIONS	
Ongoing	1. KF to use diary invites for PPG meetings 2. PPG Noticeboard 3. PPG Patient Survey 4. More members? 5. Positive press for HMP / PPG
Date of Next Meeting	Monday 19th January 2026 @ 2.30pm