

East Twickenham Primary Care Network

Patient Participation Group Meeting

Venue: Cross Deep Surgery

DATE		Tuesday 14 th May 2025	12.30pm																
PPG Members		Peter Henderson Maggie Ennis Andy Mashford Paul Pegden Smith Geoff Woodling Morris Grossfeld Anne Marimuthu <i>Twickenham Park Surgery and Crane Park Surgery were not represented at the meeting.</i>	YMP YMP JS CDS WL RLS RLS																
PCN Members		Dr Chris Lambert / CL Lacy van der Sloot / LV	Clinical Director PM CDS																
			ACTIONS ARISING																
1.	Apologies	Lauren Hoadley – PM - YMP																	
2a	Minutes of Previous Meeting	Approved.																	
2b	Matters Arising	Discussions regarding NHS App. LV reports that the PCN has seen an increase in overall usage across the PCN practices. Current Data as of 11/05/2025 shows that usage across the PCN is up - 68.9%. This is compared to 67% back in November 2024. <table><tr><td>Cross Deep Surgery</td><td>70.3%</td></tr><tr><td>York Medical Practice</td><td>69.9%</td></tr><tr><td>Jubilee Surgery</td><td>67.3%</td></tr><tr><td>Richmond Lock Surgery</td><td>73.3%</td></tr><tr><td>Twickenham Park Surgery</td><td>71.3%</td></tr><tr><td>Crane Park Surgery</td><td>64.2%</td></tr><tr><td>Woodlawn & Oak Lane</td><td>57.4%</td></tr><tr><td>East Twickenham PCN Total</td><td>68.9%</td></tr></table> We continue to be ranked 4 th out of the 5 PCNs in Richmond - Albeit the Gap in usage has decreased since November 2024. Average Usage across the UK is 60%.	Cross Deep Surgery	70.3%	York Medical Practice	69.9%	Jubilee Surgery	67.3%	Richmond Lock Surgery	73.3%	Twickenham Park Surgery	71.3%	Crane Park Surgery	64.2%	Woodlawn & Oak Lane	57.4%	East Twickenham PCN Total	68.9%	
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3.	PCN Projects	CL gave summary of PCN projects – both existing and updates for the groups. <u>Social Prescribing Team</u> Currently employed by RUILs and funded by the PCN, we have 3 dedicated social prescribers who support patients and practices. See link below for more information on the service. Social Prescribing - Ruils Independent Living : Ruils Independent Living Currently a short waiting time so practices encourage to make referrals for those who need additional support.																

		<u>PAC & PAC Co-Ordinator</u> Proactive Anticipatory Care is part of the NHS Long-Term Plan commitment and aims to provide proactive and personalised health and care to an identified cohort of individuals living with multiple long-term conditions, delivered through multidisciplinary teams in local communities. The care model aims to optimise the use of the health and care system by intervening earlier, proactively, and more holistically while the patient is at home. Patients can be identified and considered for PAC via a risk stratification system, or be nominated by GPs if they feel they would benefit from the additional support. The PCN employs a PAC Co-Ordinator who assists with co-ordinating meetings and following up agreed actions. Meetings are held 2 weekly or monthly depending on the size of the practice. <u>Health in Your Hands</u> As part of our PCN Health inequalities projects, we support and allocate funds towards Health In Your Hand (HIYH) run by RUILS. They provide in-reach and outreach services to those who may struggle to access healthcare. Their in-reach service can provide 1-2-1 support for patients. They also offer an outreach service which includes events where ‘mini’ health checks are carried out. <u>Health in Your Hands - Ruils Independent Living : Ruils Independent Living</u> PCN practices are currently working on agreeing a cohort of patients for the Team to support from East Twickenham PCN. Suggestions have included patients with Long Term Conditions, such as Diabetes who do not engage with annual reviews and follow ups. <u>Additional Roles Reimbursement Scheme (ARRS)</u> PCN supports practices with funding to allocate on employing additional Staff. Staff can Pharmacists, Physicians associates, Care Co-Ordinator’s, and new from 1st Oct 2025, newly qualified GPs. Each practice has a set budget to work within which is reported monthly to NHS England. Discussion surrounding the definition of ‘Newly Qualified’ GP – Reported that this ‘clause’ was not helpful and perhaps seen as barrier for utilising funding. Given that, Most East Twickenham PCN practice have been able to recruit and have GPs under the ARRS Scheme working within their practices.	
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		<u>Investment and Impact Fund (IIF)</u> For 2024-25 (and continuing into 2025-26) the PCN has 2 targets to achieved during the year. 1) Annual Health checks for patients who have a learning disabilities 2) FIT test performed prior to a fast track Referral for Lower GI Suspected Cancer East Twickenham PCN practice achieved both targets during 2024-25 and will continue to ensure these are met during 2025-26. <u>Capacity and Access Plan (CAP)</u> The aim of the CAP funding is to provide the space, funding, and licence for PCNs to focus on making improvements to help manage demand and improve patient experience of access, so patients can access care more equitably and safely, prioritised on clinical need. It also supports the accurate recording of general practice activity, so that improvement work can be data-led. During 2024-25. An element of this work included implementing an online consultation form which can be used by patients. Some practices in the wider Richmond area, have chosen to go to total triage, which means all requests for appointments have to go via the online form. Most East Twickenham PCN practices currently have a hybrid model in place meaning telephone can still be used to contract the practice. Other areas such as telephone system functionality are also included under Capacity and Access Improvement Plan (CAIP).	
4	Enhanced Access	<u>Enhanced Access</u> East Twickenham PCN currently have the York Medical GP HUB for sole use for the PCN. This HUB provides additional GP and Nursing appointments on Saturdays each week. There had been some recent changes meaning additional GP sessions instead of nursing session were agreed. Practice can book appointments, however the PCN is currently working though some issues regarding the booking platform, as this is a barrier for some practices to access these appointments. Overall Appointments are currently well utilised. Weekday Additional hours (Either before 8am or after 6.30pm) are carried out of a rota basis with across organisational booking process in place should it be required.	All Practices to ensure that Enhanced Access is detailed on their website.

5.	Uniformity of Approach	Discussion surrounding the importance of having a uniform approach. Each practice should have a PCN details on their website. Practice should also ensure that they also feature details on their extended Access services as above.	Action ALL Practices as to ensure a consistent message across the PCN.
6.	Patient Involvement	Discussion surrounding how the group can be more involved. All see this as an opportunity to work together and support each other's practices, and Patient Participation Groups. Currently no specific projects required of the PPG however the PCN is grateful for everyone's feedback and participation.	
7.	AOB	PH and MI hosted a session for PPG members to come along to as mindful some patients are new members. Good Feedback.	
8.	Date/Venue of Next Meeting	Tuesday 11th November at 12.30pm Cross Deep Surgery <i>Due to limited space, 2 PPG members and 1 Practice representative for each practice.</i>	

CDS Cross Deep Surgery
 YMP York Medical Practice
 RLS Richmond Lock Surgery
 JS Jubilee Surgery
 WL Woodlawn & Oak Lan Surgery
 TPS Twickenham Park Surgery
 CPS Crane Park Surgery