

# East Twickenham Primary Care Network

## Patient Participation Group Meeting

Venue: Cross Deep Surgery

DATE		Tuesday 14 <sup>th</sup> 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 &amp; 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 <sup>th</sup> 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	<p>CL gave summary of PCN projects – both existing and updates for the groups.</p> <p><b><u>Social Prescribing Team</u></b> 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. <a href="#">Social Prescribing - Ruils Independent Living : Ruils Independent Living</a> Currently a short waiting time so practices encourage to make referrals for those who need additional support.</p>																

		<p><b><u>PAC &amp; PAC Co-Ordinator</u></b></p> <p>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.</p> <p>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.</p> <p>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.</p> <p><b><u>Health in Your Hands</u></b></p> <p>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.</p> <p><a href="#"><u>Health in Your Hands - Ruils Independent Living : Ruils Independent Living</u></a></p> <p>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.</p> <p><b><u>Additional Roles Reimbursement Scheme (ARRS)</u></b></p> <p>PCN supports practices with funding to allocate on employing additional Staff. Staff can Pharmacists, Physicians associates, Care Co-Ordinator’s, and new from 1<sup>st</sup> Oct 2025, newly qualified GPs. Each practice has a set budget to work within which is reported monthly to NHS England.</p> <p>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.</p>	
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4	Enhanced Access	<p><b><u>Enhanced Access</u></b>  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.</p> <p>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.</p> <p>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.</p>	All Practices to ensure that Enhanced Access is detailed on their website.

5.	<b>Uniformity of Approach</b>	<p>Discussion surrounding the importance of having a uniform approach.</p> <p>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.</p>	<b>Action ALL Practices</b> as to ensure a consistent message across the PCN.
6.	<b>Patient Involvement</b>	<p>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.</p> <p>Currently no specific projects required of the PPG however the PCN is grateful for everyone's feedback and participation.</p>	
7.	<b>AOB</b>	PH and MI hosted a session for PPG members to come along to as mindful some patients are new members. Good Feedback.	
8.	<b>Date/Venue of Next Meeting</b>	<p><b>Tuesday 11<sup>th</sup> November at 12.30pm</b></p> <p><b>Cross Deep Surgery</b></p> <p><i>Due to limited space, 2 PPG members and 1 Practice representative for each practice.</i></p>	

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 YMP     York Medical Practice  
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