

East Twickenham Primary Care Network

Patient Participation Group Meeting

Venue: Cross Deep Surgery

DATE	Tuesday 11 th November 2025		12.30pm
PPG Members	<p>Maggie Ennis Andy Mashford Roger Williams Christine Berry Geoff Woodling</p> <p><i>Twickenham Park Surgery, Richmond Lock and Crane Park Surgery were not represented at the meeting.</i></p>		YMP JS CDS CDS WL
PCN Members	Dr Chris Lambert / CL Lacy van der Sloot / LV		Clinical Director PM CDS
			ACTIONS ARISING
1.	Apologies	Peter Henderson - YMP Lisa Hunt - YMP	
2a	Minutes of Previous Meeting	Approved.	
2b	Matters Arising	<p>Enhanced Access Touched on Uniformity of Approach to ensure that practices website are checked and updated where required</p>	All PCN Practices
3	NHS APP	<p>Discussions regarding the use of NHS App.</p> <p>Members voiced frustrations regarding the hospital systems which vary locally.</p> <p>LV advised that CDS has published a page on their website which has some details regarding different hospital systems. Link included below should other practices which to use also.</p> <p>Digital Records – NHS App & Hospital « Cross Deep Surgery</p> <p>Discussed AccurX – E Consult form which all practices are now contractually required to have open for clinical requests between 8.00am – 6.30pm Monday – Friday.</p>	PCN practices to review

Use of the system varies locally, with some directing all requests to the online form, and others using it along side the existing telephone access.

There is a requirement for practices to ensure they have a consistent way of managing patient requests, thus using the form does enable practices to ensure this.

Discussions surrounding those who do not have access to the form. Practices are required to ensure that all patients can access their services and therefore should they require all requests to be made via the form, their teams must complete a form on behalf of the patient over the telephone.

The system does enable practices to review requests, with more details being provided compared to a telephone request which in turn does allow practice teams to direct patients to the most appropriate timely services each day. E.g. GP HUB, Pharmacy etc.

At the time of the meeting LV was unable to access the NHS App Dashboard but has included data below as access as since been resolved.

Data as of	11/05/25	16/11/25	
Cross Deep Surgery	70.3%	71.5%	↑
York Medical Practice	69.9%	70.4%	↑
Jubilee Surgery	67.3%	70.4%	↑
Richmond Lock Surgery	73.3%	74.0%	↑
Twickenham Park Surgery	71.3%	71.7%	↑
Crane Park Surgery	64.2%	69.4%	↑
Woodlawn & Oak Lane	57.4%	61.2%	↑
East Twickenham PCN Total	68.9%	70.4%	↑

All PCN practices have seen an increase in usage of the NHS App since May 2025.

We continue to be ranked 4th out of the 5 PCNs in Richmond – All PCNs Usage in Richmond has increased.

	Data as of	11/05/25	16/11/25	
#1	Teddington PCN	72.3%	69.9%	↑
#2	Barnes & Sheen PCN	71.6%	70.9%	↑
#3	Richmond PCN	70.7%	68.6%	↑
#4	East Twickenham PCN	70.4%	68.9%	↑
#5	Hampton PCN	69.5%	69.6%	↑

		<p>Following previous discussions regarding organising an NHS App workshop for the PCN - interest has been low and therefore LV suggested that if practices wished to organise for their patients, to get in touch with the Digital Care Co-Ordinator within NHS Southwest London ICB.</p> <p>All agreed a national approach to this would be desirable to encourage the population to use the app and educate those who are not confident in using it.</p>	Practices to review
4.	Extended Access	<p><u>Enhanced Access</u></p> <p>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>Appointments are currently well utilised.</p> <p>Weekday Additional hours (Either before 8am or after 6.30pm) are carried out of a rota basis by each practice.</p>	
5.	PCN Projects	<p>After touching on Individual projects during the last meeting in May, CL choose to give an overall summary of the new 'neighbourhood' which are starting to take shape.</p> <p>There is a shift towards moving hospital care back into the community, using neighbourhood groupings to manage patients.</p> <p>These could look like some PCN Groupings – Given the size of East Twickenham is at nearly 58k patients, and the recommendations are for new groupings to be between 50-100k patients</p> <p>Despite practices already working closing with community colleagues including District Nursing, Mental Health teams, social care and other voluntary organisations, there is a push for the Proactive Anticipatory Care (PAC) model to be expanded. The aim of this is to manage patients more effectively in the community as to improve quality of care and reduce the risk of hospital admission.</p> <p>The above MDT (Multidisciplinary Team) working has been in place in practices for many years however the introduction of the PAC model has formalised this process.</p> <p>Proactive Anticipatory Care model helping vulnerable patients live healthier independent lives - South West London ICS</p>	

		<p>Funding for such work is yet to be determined.</p> <p>A discussion surrounding General practice and the current GMS model and how this perhaps may be impacted. Highlighted the need to ensure we avoid burnout in doctors and practices have partnership succession planning in place.</p> <p><u>Capacity and Access Improvement Plan (CAIP)</u> The aim of the CAIP 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.</p> <p>During 2025-26, PCNs are asked to ensure they have implemented the Online Access forms and these to be open 8.00am – 6.30pm. Digital telephony and consistent management of patient request are also areas of reporting,</p>	
8.	Date/Venue of Next Meeting	<p>Tuesday 12th May 2026 12.30pm Cross Deep Surgery</p> <p><i>Due to limited space, we ask for a maximum of 2 PPG members and 1 Practice representatives from each practice.</i></p>	

- 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