

East Twickenham Primary Care Network

Patient Participation Group Meeting

Venue: The York Medical Practice

DATE	Tuesday 11 th June 2024	12.30pm	
ATTENDEES	Peter Henderson (Chair) - Patient YMP Dr Christopher Lambert - GP YMP Lacy van der Sloot – PM CDS Lauren Hoadley – PM YMP Paul Pegden Smith – Patient CDS Geoff Woodling – Patient WL Maggie Ennis – YMP Jeannie Edwards – YMP Andy Crawford – YMP Paul Leonard - YMP		
1. APOLOGIES	Barry Bennett - CDS Rogers Williams – CDS Richard Bedwell - YMP		
		ACTIONS ARISING	
2.	Minutes of Previous Meeting	Approved.	
3.	Matters Arising		
3a.	Uniformity of Approach	Further discussion regarding the uniformity of approach the group should adopt to ensure the shared message across the PCN is consistent. Action from last meeting to ensure that all PCN practices have a Uniform message regarding Enhanced Access message to patients.	WL and CP to ensure website are updated as needed
3b.	Carers Project	Discussion regarding previous carers project. Clarity regarding how each practice records carers on their systems. Query raised regarding data sharing should the carers not be registered at the practice of the person for whom they care. Confirmed that no direct data sharing in place – However practices should encourage carers to make themselves known to their own registered practice as to record this and therefore support to be made available to them.	All practices: to ensure that systems continue to be in place to allow carers to easily update their records.

4.	<p>PCN Reconfiguration</p>	<p>CL updated the group with plans in motion to merge with another neighbouring PCN.</p> <p>Some push back from ETPCN board members after the ICB (Integrated Care Boards) Intensions were to merge East and West Twickenham PCNs, we have agreed to accept 3 of the 5 West Twickenham PCN practices.</p> <ul style="list-style-type: none"> - Jubilee - Richmond Lock - Twickenham Park. <p>This would take our PCN population from around 33k to approx 53k.</p> <p>CL expects this to take place around October 2024 however yet to be confirmed, following further discussions and negotiations which are due to take place.</p> <p>ETPCN, in anticipation of such merger, have reviewed the PCN contract/agreement.</p>	<p>CL to update PNC accordingly as needed</p>
5.	<p>NHS App</p>	<p>Discussion surrounding use of NHS App and plans to increase usage which will have benefits for the practices and our patients.</p> <p>Discussed issue of previous system, Patient access. National steer towards these patients to switch to use the NHS app. Most who use it agree it has better functionality and is certainly the preferred Online access tool for primary care.</p> <p>Practices have previously contacted patients using patient access to advise them to move to the app.</p> <p>Practices would like to arrange an NHS App workshop for the PPG members and other patients (limited depending on venue) to attend a PCN NHS App workshop. PPG members, if they are happy to, can become NHS App champions for the practices and help promote the use of it to patients. All agreed this would be helpful.</p> <p>See Annex A for current data for the NHS app usage in practices.</p>	<p>All practices Re-run search and resend comms to this group.</p> <p>PMs to liaise to coordinate NHS App Workshop for the PCN.</p>

		<p>Members concerns for those patients who do not have access to the NHS app, or other electronic means and how the practices are supporting those patients.</p> <p>CL confirmed that all practices continue to be able to be accessed, without restrictions (i.e. requirements for a form to be completed), via telephone and all keen to continue this.</p> <p>The more patients who use the app to book appts and access healthcare, will result the telephones lines being kept clear for those who do not have electronic means to contact us with ease.</p>	
6.	PCN Projects	<p>Tacking Health Inequalities</p> <p>As part of our PCN Project towards tacking health inequalities, we have teamed up with RUILs to participate in their Health in Their Hands project. This has been successful in other local areas and involves both in reach and outreach services.</p> <p>See Attachment in Annex B for more information on the project.</p> <p>In reach – Practices have run searches for patients within certain postcodes who have a history of depression and Chronic Illness. These patients will be passed to the Social Prescribing team for them to make contact and offer support.</p> <p>Outreach – See Annex C for information on Outreach</p>	<p>YMP & CDS confirmed they have sent lists</p> <p>CP & WL to ensure they have completed</p>
7.	Patient Involvement	<p>Discussions surrounding ways in which the PPG can be involved and help the practices and PCN at scale.</p> <p>With the anticipation of the PCN Merger, it would be anticipated that they PCN PPG will also grow in size.</p> <p>Some members feel unsure about ways in which they can support the PCN PPG.</p> <p>As discussed earlier, assisting practices to engage patient to use the NHS app and become champions would be a practical way to help the practices and patients we look after.</p>	<p>Once PCN Merger confirmed, plan to have a joint PCN PPG with new practice PPG members</p>

		<p>Discussed Local Event held at Twickenham Stadium: About the Full of Life Fair - London Borough of Richmond upon Thames Due to be held on Friday 27th September 2024.</p> <p>Dose of Nature information: Home (doseofnature.org.uk)</p>	
8.	Extended Access	<p>New Extended Access Services started from 1st May.</p> <p>Our GP Federation, RGPA, who previously ran 100% of the Extended access service, can only commit to running 50% of the service, therefore PCN practices are now working to ensure the remaining hours are fulfilled.</p> <p>We currently have a rota system whereby each practices have a dedicated day to provide enhanced access (Between 6.30pm – 8.00pm) with a rolling rota for rotational cover on Fridays.</p> <p>Going well so far however as discussed previously, need to ensure all 4 practices have a consistent message on their website surrounding opening hours and access.</p> <p>GW highlighted the poor OOH Service we receive from Patient Plus Group.</p>	Practice to ensure opening hours/extended access hours are detailed on the practice website.
7.	Date/Venue of Next Meeting	Tuesday 12 th November 2024 – 12.30pm The York Medical Practice	

Annex A:

NHS App Usage:

As of 04/06/2024, the PCN NHS App usage is at 64.1% which has increased since March 2024 from 63.5% In July 2023, our data showed usage at 61.8% - Therefore we have been an increase usage by 2.3% during this period.

Latest Date: 2024-06-02				Cancel	Apply				
Region / ICB / Sub ICB	PCN	GP	% registered (P9 only)	GP Registered Patients	P5 + P9 Registrations	P9 Registrations	All time logins	All time ap pointments booked	All time ap pointments cancel..
LONDON	EAST TWICKENHAM PCN	CRANE PARK SURGERY	60.0%	3,096	2,037	1,857	52,358	1	126
NHS SOUTH WEST LONDON INTEGRATED CARE BOARD		CROSS DEEP SURGERY	66.8%	10,081	6,993	6,733	223,350	5,554	1,699
NHS SOUTH WEST LONDON (SUB ICB LOCATION)		WOODLAWN MEDICAL CENTRE	53.8%	4,297	2,575	2,313	69,597	37	94
		YORK MEDICAL PRACTICE	66.4%	12,331	8,407	8,193	263,187	5,478	1,789
Grand Total			64.1%	29,805	20,012	19,096	608,492	11,070	3,708

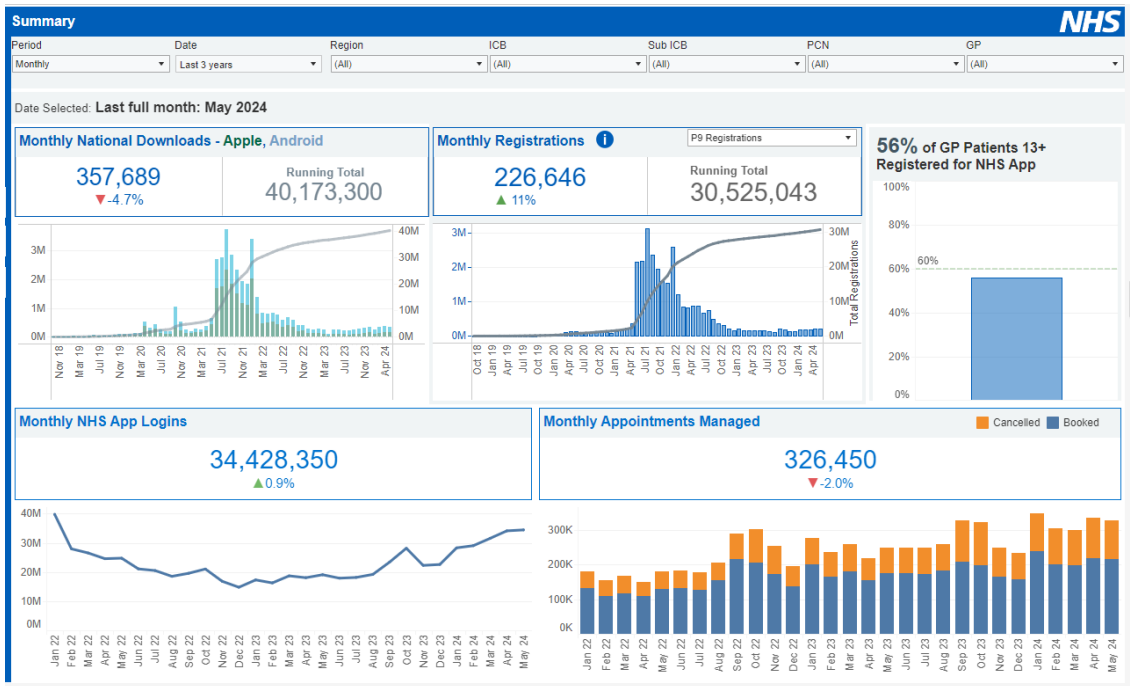
During 2023-24, East Twickenham PCN usage increased by 1044 Patients.

	07/04/2024	04/06/2024
Crane Park	2026	2037
Cross Deep	6915	6993
Woodlawn	2543	2575
York Practice	8295	8407
Total	19779	20012

Review of data compared against other PCNs suggest we continue to be the lowest PCN locally in comparison.

	07/04/2024	04/06/2024
East Twickenham PCN	63.5%	64.1%
Hampton PCN	67.7%	67.8%
Richmond PCN	64.0%	64.3%
Sheen and Barnes	68.8%	68.8%
Teddington PCN	66.0%	66.0%
West Twickenham PCN	67.0%	67.5%

Nationally – NHS App Usage is 56% which has increased from 55% from 16/07/2023.



Annex B:



RUILs - HIYH Project Slides.pdf

Annex C:



RUILs - HIYH Outreach Event.pdf