

East Twickenham Primary Care Network

Patient Participation Group Meeting

Venue: Cross Deep Surgery

DATE	Tuesday 12 th November 2024	12.30pm
PPG Members	Peter Henderson Paul Pegden Smith Geoff Woodling Maggie Ennis Jeannie Edwards Allan Storer Barry Bennett Rogers Williams Christine Berry Graham Sanderson Philip Moore Andy Mashtard Graham BurrIDGE Ludwig Rohde Judith Tronson Carole McDonnell Morris Bromfield	YMP CDS WL YMP YMP CDS CDS CDS CDS YMP JS JS JS JS RLS RLS RLS
PCN Member	Dr Chris Lambert / CL Lacy van der Sloot / LV Dr Sylwia Ferguson / SF Caroline Baxter Gleona Musta	Clinical Director PM CDS GP CDS PM RLS GPA RLS
1. APOLOGIES	Lauren Hoadley	PM YMP
		ACTIONS ARISING
2.	Minutes of Previous Meeting	Approved. NHS App – See agenda item below for update.
	Matters Arising	
3.	PCN Reconfiguration	CL updated the group after the reconfiguration formally took place from 1 st October 2024. East Twickenham PCN now consists for 7 practices, previously 4 covering a population of approx. 56k patients. We have welcomed our new practices: <ul style="list-style-type: none"> - Jubilee Surgery - Richmond Lock Surgery - Twickenham Park Surgery

		<p>The transition to date has been very smooth and we are looking forward to working together more closely over the coming months.</p> <p>SWL ICB run a Patient Network in which some practices PPG Members attend and report back to their practice. If practices wish to send a PPG representative, please contact the below for more information. richmond.involve@swlondon.nhs.uk Click here to view minutes from the last meeting held in October 2024.</p>	
4	<p>Enhanced Access</p>	<p>New Enhanced Access Services started from 1st May.</p> <p>Our GP Federation, RGPA, who previously ran 100% of the Extended access service, are now providing 50% of the service, and the PCN are covering the other 50%.</p> <p>The RGPA Service runs their provision at weekends from 2 sites locally – York Practice in Twickenham and Essex House in Barnes. Practices can book into the Weekend Service via the reception teams, subject to availability.</p> <p>The 50% of service the PCN provides operates on 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. The practices have a system in place to book patients across PCN practices however this is dependent on availability.</p> <p>CL Reported that it is going well, and we have been successful in reaching our target for Q1 & Q2 2024-25. CL also reports that Utilisation is high which shows practices are using this extra provision of service.</p> <p>It was raised that practices should ensure that their websites are updated to include Enhanced Access however CL explained that each practice manages their hours differently and perhaps with different staff i.e. Practice Nurses / Health Care Assistants etc. therefore each practice to update website accordingly to ensure Enhanced Access is detailed somewhere for patients to see.</p>	<p>Action ALL Practices to ensure that Enhanced Access is detailed on their website.</p>

5.	Uniformity of Approach	<p>Discussed the newly formed PCN should all work to develop a similar page on their website dedicated to the PCN.</p> <p>Previously actioned, however agreed this would need to be updated for some and added to new practices.</p> <p>At a previous meeting it had been proposed that in relation to those areas of common interest involving the PCN, that practice Website Content should be uniform and consistent across the Practices.</p>	Action ALL Practices as to ensure a consistent message across the PCN.																
6.	Projects NHS App	<p>CL detailed Current Projects and Achievements to date. Objectives for next year have not been identified nor has the Budget - both of which reflect the change in Government.</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 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. 'Some Patients aired frustrations at secondary care platforms which are currently not linked to NHS App. Sadly this is not something within control of the PCN however Patients can view their records on NHS App which does include any secondary care correspondence received and added to their medical records where added by the Practices Electronic Medical Record'</p> <p>Current NHS App Data as on 11th November 2024 of current usage in each PCN practice.</p> <table border="1" data-bbox="512 1693 1109 1991"> <tr> <td>Cross Deep Surgery</td> <td>68.8%</td> </tr> <tr> <td>York Medical Practice</td> <td>68.3%</td> </tr> <tr> <td>Jubilee Surgery</td> <td>65.4%</td> </tr> <tr> <td>Richmond Lock Surgery</td> <td>71.3%</td> </tr> <tr> <td>Twickenham Park Surgery</td> <td>69.5%</td> </tr> <tr> <td>Crane Park Surgery</td> <td>61.6%</td> </tr> <tr> <td>Woodlawn & Oak Lane</td> <td>54.7%</td> </tr> <tr> <td>East Twickenham PCN Total</td> <td>67.0%</td> </tr> </table>	Cross Deep Surgery	68.8%	York Medical Practice	68.3%	Jubilee Surgery	65.4%	Richmond Lock Surgery	71.3%	Twickenham Park Surgery	69.5%	Crane Park Surgery	61.6%	Woodlawn & Oak Lane	54.7%	East Twickenham PCN Total	67.0%	Action ALL practices Review remaining patients using Patient Access to encourage transfer to NHS App
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On review of NHS App Usage Across the PCNs in Richmond:

#1	Barnes & Sheen PCN	69.9%
#2	Teddington PCN	68.3%
#3	Hampton PCN	67.9%
#4	East Twickenham PCN	67.0%
#5	Richmond PCN	66.6%

Average NHS App Usage in Richmond is currently at 67.9%.

LV gave updated regarding previous plans to run an NHS Workshop for patient facilitated by a Digital Care Co-Ordinator from the ICB.

PCN has stood down these plans at present however we will have sharing good practices to encourage use of the NHS app will ensure our usage continues to steadily rise.

Discussion then opened up regarding what a reasonable target might be, particularly as not all patients have smart phones.

LV also gave example of practices nominating NHS App ambassadors in each practice who can assist patients who may be struggling using the platform.

Practices can access additional Training and resources from the ICB.

Proxy access for family and carers can also be added to enable NHS App Access.

Early system design focussed on Appointments and Prescriptions. The Government recognise the deficiencies and are proposing a significant upgrade to the App. Only summary details are shared when the patient authorises other NHS entities to access their computer record– which include medication and allergies as default.

[Click here](#) to view Link of Current NHS App Functionality.

PCN Staff

For Information

At an earlier meeting we were advised that PCN's are not Legal Entities and so could not enter into contracts. Any additional staff employed to implement the PCN's objectives are employees of the individual practices. The PCN has some staff which are shared across the practices, however, mostly are employed and work within 1 home practice.

7.	AOB	<p>Concerns Regarding Secondary Care GW of Woodlawn PPG raised concerns regarding the current state of Secondary care. All agreed that now our PCN is larger, we have a bigger voice to influence change in the area.</p> <p>SF added that Clinicians have a platform to report issues with secondary care from a clinician’s perspective.</p>	
9.	Closed Meeting	<p>Practice representatives left the meeting for PPG closed discussions.</p> <p>Patient Involvement The key objective of the meeting was to focus on the specific activities of the PCN and bring everyone up to speed on what had been achieved to date. However, whilst at present the Patient voice is not apparent, until the Government identify future direction it was considered this should left for the future.</p> <p>Interaction with Other PPG's It became clear during the meeting that a number of the PPGs had not been in contact with other Practices, but there was a significant appetite for involvement., Hence, it was suggested they might also consider joining Richmond CCGPPN. Plus mention was also made of the National Association of Practice Patients (NAPP).</p>	<p>Review at future meeting</p> <p>See above agenda item for details.</p>
8.	Date/Venue of Next Meeting	<p>Tuesday 13th May 2025 – 12.30pm Cross Deep Surgery</p> <p>Extended apologies from LV for the confusion surrounding the start time of the meeting.</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
- RGPA Richmond General Practice Alliance
- PCN Primary Care Network
- ICB Integrated Care Board
- SWL South West London
- PPG Patient Participation Group
- NAPP National Association of Practice Patients