

## Richmond PPG network

Notes of Teams meeting held on Tuesday 9<sup>th</sup> December 2025

Attendance:

<b>Primary Care Network (PCN)</b>	<b>Practice</b>
Teddington PCN	Hampton Wick Surgery
	Acorn Group Practice
	Hampton Hill Surgery
Hampton PCN	Park Road Surgery
East Twickenham PCN	Cross deep Surgery
	York Medical Practice
	Twickenham Park Surgery
Richmond PCN	Parkshot Medical Practice
Sheen/Barnes PCN	Sheen Lane Health Centre
RGPA	Chair Business Director Administrator
Richmond Healthwatch	Project & Engagement Officer
Age UK	Communications & Community Fundraising Manager

### **1. Health GP Enter and View findings**

Suzanne presented Healthwatch's findings from visits to GP practices across the Borough, conducted during the summer period from May to August 2025. The work included:

- Interviewing over 200 patients from 7 different GP practices about their experience.
- Interviewed almost 40 members of staff from GP practices.
- Published 7 reports on their website

[https://www.healthwatchrichmond.co.uk/news-and-reports/search?combine=&field\\_article\\_type\\_target\\_id%5B%5D=103](https://www.healthwatchrichmond.co.uk/news-and-reports/search?combine=&field_article_type_target_id%5B%5D=103)

### General Findings

### Waiting rooms

- Patients reported that they can hear conversations from receptionists in the waiting room.
- GP practices were recommended to put signs in their waiting rooms which gives patients the option speak to a receptionist privately.

### Self-check in screen and Language Barriers

- Concerns were raised about self-check in screens due to language barriers, the only language available was English. The practice manager was informed to change this setting to include all 42 languages. This was done quickly and efficiently to promote accessibility for patients.

### Leaflet and posters

- Leaflets and posters were out of date in GP practices which included practice times and out of hours services.
- Information of out-of-date pharmacies that closed 2 years ago were displayed.
- Healthwatch encourage practices to review their posters and leaflets to ensure they're up to date.

### Name badges

- Concerns were raised that the font size on staff name badges within practices was too small. Practice managers responded by ordering new name badges.

### Cleanliness of bathroom

- Healthwatch raised concerns about some patient bathrooms not being properly cleaned or maintained.

### Water fountains

- Patients could not access cups around water fountains. This can be an issue especially around the summertime when the weather is hot.

### Future of Healthwatch

- Healthwatch will be closing nationally around March/ April 2027.
- The roles in Healthwatch will be transferred into ICBs and local authorities.
- Healthwatch are actively trying to work with the ICB to ensure there is a role for patient voice and engagement throughout the process. This can be accessed via their website <https://www.healthwatchrichmond.co.uk/>

PPG reps were satisfied with the findings. MD mentioned although the findings were relatively minor, they emphasised the importance for practices to pay attention to small details to ensure patient satisfaction. Examples include making sure cups of water are

stocked in waiting room and patient bathrooms are clean, which helps create a positive impression. Suzanne stated that practices were highly cooperative and found these findings as a useful learning opportunity for everyone.

## **2. Terms of Reference review**

- PPG reps would like to rephrase some of the wording in the terms of reference.
- They would like more information about the RGPA's role in supporting PPGs.
- Information about confidentiality to be included.
- PPG reps were asked to review the updated TOR ahead of the next meeting and would be signed off.

## **3. Age UK Richmond- Digital Inclusion Service**

Age UK is a local, independent charity that primarily supports individuals aged 50 and above, as well as their families and carers. This year, they have assisted more than 4,000 people. More information can be found on their website

<https://www.ageuk.org.uk/richmonduponthames/>

Aydee discussed Age UK, outlining the range of services they offer, their success rates, and the various partnerships they have formed. Their focus of the meeting was to discuss their Digital Inclusion Service which includes NHS App promotion. They hope to engage with GP practices to explore different ways to reach a broader audience who may benefit from their support and services. The digital inclusion service includes:

- No cost
- Experienced volunteers in technology
- One- to- one sessions
- NHS App promotion
- 1-hour appointments
- Tablet loan scheme
- Unlimited service access

PPG reps were happy with the idea of the service as it is needed amongst the practices. It was mentioned that some members struggle to use the NHS app, especially during this time where everything is being digitalised.

- Reps suggested practical sessions in their practices
- Aydee mentioned that they already run weekly drop-in sessions at Hampton methodist church every Thursday morning. PPG reps will feed back to the members.

- Aydee will provide an information pack that will be circulated around amongst practices.

#### **4. 10-year plan in the Borough**

Justin gave a brief explanation of the 10-year plan as not much has happened since the last PPG network meeting. The following was mentioned:

- The government implemented an NHS restructure which includes a long-term plan.
- Part of the plan is to reduce waiting list times.
- The NHS is being digitalised- Analogue to digital.
- The NHS app will be the front door to for healthcare services to modernise the NHS.
- Artificial intelligence will be used to direct patients to the correct service.
- The plan is to target prevention over treatment.
- Community based services will reduce waiting lists in hospitals.
- Justin mentioned the plan lacks details about funding and how contracts will be implemented for the Borough.
- Reorganisation of PCNs to a neighbourhood size.
- There is a pilot neighbourhood group where Croydon is chosen as the southwest London representative.
- The federation is hoping they can receive the guidance to implement this amongst the community effectively and efficiently with hopefully a new update at the next meeting PPG meeting.

#### **5. Discussion on RGPA facilitating patient workshops and events**

RGPA are promoting the idea of facilitating workshops and events for patients in the Borough. This will be a collaboration with charities to promote health and wellbeing services in the area. Practice managers and charities previously approached the federation about this idea.

RGPA would like to take patient feedback before proceeding with the idea. (slides attached):

- Examples of possible workshops include- Basic life support training, Cancer awareness talks, Navigating the NHS App, nutrition/ healthy eating and sexual health talks.

PPG reps were interested about the idea as it would be a benefit for the practices. However, raised some concerns about:

- Costing – Some practices may not agree to paying for workshops (sponsorships were recommended)
- Attendance- How many people need to attend for it to be a good use of time
- What date/ time will the workshops be.
- How will it be publicised.
- Suggested that the workshops should be PCN based.
- Reps would like to know about the logistics.
- Reps would like a range of workshop topics for all demographics.
- Workshops will have to be ideal and inviting for other community services to join.
- BG mentioned that some practices already facilitate events and workshops, which have been successful. Additionally, any facilities run by the council are available at a reduced cost.

RGPA would like feedback about the previous workshops reps have attended, followed with the success rate and ideal topics patients would find interesting.

### **Winter Planning**

Justin explained that the ICB is provided with some money from the government to support services with winter planning. As the demand in primary care goes up due to winter illness e.g. flu season the federation is approached by the ICB to offer more appointments via the hub. Justin also mentioned that hub appointments need to be utilised, there for RGPA produced promotion resources to help boost the awareness of available appointments over the winter period.

Reps were asked to feedback on the promotion resources:

- Winter poster- AY mentioned there was too much information on the page it should be broken down into chunks. Separate slides of information for TV screens.
- Winter digital flyer- Clear and eye catching however some sentences need rewording. RGPA will action this.
- PPG reps suggested text messages as a good form of communication
- Newsletter- Reps suggested that it should be on display in waiting rooms, libraries, community centres and practice websites. Recommended specific medication should be listed. Also suggested to add who the RGPA is and what we provide at the end.
- PT mentioned that the patients will be communicated via email. For those who do not have email will be sent via text, the information will be widely distributed.
- AY supported the idea of the information being widely distributed to libraries and practice websites, noting that if it is only available within practices, it will mainly be seen by patients who are already unwell.

## Any other Business

### Monitoring DNA (Did not attend) rate in practices

HMC rep mentioned that the DNA rate at the practice has increased and wanted to know if any other practices had the same issue and what factors play a part in this:

- AY mentioned that the DNA rate at her practice is not as significant at HMC; however, she asked her practice manager about the factors contributing to patients not attending appointments. Vaccinations were identified as a major factor, as although they are short appointments, they make up a large proportion of the DNA rate. AY also noted that posters are displayed in the waiting rooms encouraging patients to attend their appointments.
- MJ mentioned this topic has been discussed at their meetings, that text message reminders have been effective in reducing non-attendance rates especially if they make an appointment online. This has caused the DNA rate to drop dramatically. In addition, receptionists follow up by calling patients who did not attend their appointment to check on their wellbeing.
- PT stated RGPA's DNA rate fluctuates from 5% to 20%. Patients are sent text messages beforehand however they still do not attend their appointments. PT mentioned the different methods RGPA uses to manage the DNA rates which includes:
  - Calling patients about their appointments
  - Informing practices about patients who repeatedly DNA their appointments helps prevent unnecessary rebookings, reduces associated costs, and avoids wasted appointments, as running these services can be costly.
- RGPA identified their spirometry clinic as their biggest challenge, as appointments are 45 minutes long. Patients are encouraged to attend these appointments, as non-attendance results in a significant loss of clinician time. When patients fail to attend this appointment after confirming, they are referred back to their practice. It was also noted that patients need to take responsibility for attending their appointments.
- ST stated that discussions had also taken place at her practice regarding DNAs and as a result, text message reminders were reintroduced due to an increase. JW added that the ICB introduced a cost-saving measure that placed pressure on practices to stop using text message reminders, as it was suggested they would not impact DNA rates. Although the ICB presented statistics indicating the rate would not be affected, DNAs subsequently increased, with patients reporting that they had not received a reminder.
- AY noted that patients need clearer guidance on how to cancel appointments, particularly when they are unable to attend or when symptoms resolve. This

includes clarifying how to cancel appointments made online, rather than by phone.

- JW responded that patients can cancel appointments via Accurx.

### **What are we planning to do?**

- Reps are encouraged to feedback on the DNA rate from their practices and what techniques they use to decrease this.
- RGPA will share data on their DNA rates.
- Reps are encouraged to also feedback workshops that have been previously done at their practices.
- RGPA will add PPG updates amongst the group for next meeting.

### **Next Agenda**

- Feedback about reps' practices on the next agenda (AOB).
- Update on DNA rate in practices
- Hopefully more update about the 10-year plan in the Borough.

Date to be agreed – suggested Wednesday 11<sup>th</sup> March 2026 at 11:00hrs face to face

Members will be encouraged to send items in advance to be discussed.