

## Richmond PPG network

Notes of Face-to-Face meeting held on Wednesday 11<sup>th</sup> March 2026 at York House,  
Richmond Road, Twickenham, TW1 3AA.

Attendance:

| Primary Care Network (PCN) | Practice                  |
|----------------------------|---------------------------|
| Teddington PCN             | Hampton Wick Surgery      |
|                            | Acorn Group Practice      |
|                            | Hampton Hill Surgery      |
| Hampton PCN                | Park Road Surgery         |
|                            | Hampton Medical Centre    |
| East Twickenham PCN        | Cross deep Surgery        |
|                            | York Medical Practice     |
|                            | Jubilee Surgery           |
|                            | Twickenham Park Surgery   |
|                            | Clinical Director         |
| Richmond PCN               | Parkshot Medical Practice |
| Sheen/Barnes PCN           | Sheen Lane Health Centre  |
| RGPA                       | Chair                     |
|                            | Business Director         |
|                            | Administrator             |

### **1. Clinical directors update and discussion**

CL provided an update on Neighbourhood Teams. He firstly asked the group if they knew what PCNs (Primary care networks) were and if they have attended any meetings. PCN is a group of GP practices working together with other local health and care providers to deliver services to a local population. East Twickenham provides PCN PPG meetings which includes a discussion with each representative from the practices.

- PCN's role is to encourage individual practices to work together through sharing ideas and resources, over time this has been both successful and unsuccessful. The London Borough of Richmond has five PCNs—East Twickenham, Richmond, Sheen and Barnes, Teddington and Hampton. Practices meet regularly to share ideas and learn from one another. They also receive funding, which is used to support Enhanced access Hubs delivered through the Richmond GP Alliance. The hubs provide out of hours appointments which are located at York Medical Practice and Essex House Surgery. These cover Richmond, Sheen and Barnes and East Twickenham PCNs. RGPA does not provide services in Teddington and Hampton. PCNs have been the initial framework to the next step of neighbourhood teams

- The ICB (Integrated Care Board) is an organisation responsible for planning and funding NHS services in a local area. Richmond is commissioned by Southwest London ICB.
- ARRS (Additional roles reimbursement scheme) was introduced to support primary care with additional roles which provided extra funding for e.g. pharmacists, social prescribers, physician associates, physiotherapists and other allied health professionals to reduce the workload in General Practice. Funding for ARRS had a few restrictions over the years however this has been relaxed especially with the recent new contract which includes employing new GPs and having an in-house pharmacist.
- CL provided reflection on neighbourhoods, highlighting the importance of working more closely within communities to deliver coordinated, community-based care, particularly for people with complex health or social needs. CL also explained that the government may aim to incorporate additional targets related to modernisation and efficiency under the broader concept of neighbourhoods.
- Neighbourhood health services aim to deliver more care at home or closer to home, improve access, enhance patient experience, and achieve better outcomes to ensure the sustainability of health and social care delivery. The key shifts include:
  - From hospitals to community
  - Treatment to prevention
  - Analogue to digital
- The government has introduced various ideas and targets outlining what neighbourhoods aim to achieve (attached in slides). PPS queried how practices will address the 8am rush, noting that patients may still feel the need to call practices early. CL responded that the government aims to change how patients access healthcare through their GP, including the use of online consultations and total triage.
- Practices aim to offer more flexible appointment booking, allowing them to assess urgency and direct patients to the most appropriate care, such as offering same-day appointments or redirecting them to emergency services if necessary. PPG members agreed that these systems can be confusing for patients, particularly in practices operating across two sites.
- BG asked if the appointment systems will work in the NHS app. JW responded that all booking systems will be linked to the NHS app, which is safer and more efficient. PPG members queried about patient prioritisation and if there is system in place to ensure certain patients are seen more urgently than others.

- Neighbourhood teams aim to focus on:
  - Frailty, housebound individuals, and residents in care homes—groups more likely to experience deterioration, highlighting the need for preventative care.
  - Prioritising mental health support.
  - Shifting hospital outpatient appointments into community-based settings.
- A Place Provider Alliance consists of a group of local health and social care providers including GP practices, federations, voluntary services, hospices, acute hospitals and community district nursing teams. Beneath the Place Provider Alliance will be the Neighbourhood Teams. Richmond and Sheen and Barnes have two PCNs, covering approximately 96,000 patients. Teddington and Hampton cover approximately 74,000 patients. Twickenham, Whitton and Heathfield cover approximately 58,000 patients.
- PPG members expressed concerns about how patients are assigned to hospitals based on their GP practice how this will operate within neighbourhood teams. They also emphasised the importance of maintaining patient choice when selecting a hospital.
- BG highlighted the development of NHS online trust which provides an online pathway for patients after a GP referral for a specific hospital service. This includes choosing an online hospital and clinician for their specialist care.  
<https://www.england.nhs.uk/2025/09/new-nhs-online-hospital-to-give-patients-more-control-over-their-care/> . NHS online trust has been reviewed by Healthwatch and may be launched next year  
<https://www.healthwatchrichmond.co.uk/report/2026-03-06/our-response-nhs-online-consultation>
- Practices are awaiting further guidance on the structure and function of neighbourhoods; however, they are still being asked to continue progressing with implementation from April. It is anticipated that, within six months, some budget allocation may begin to shift towards neighbourhoods.
- JW- The government 10-year plan had some good points, but it was hard to understand how the plan was to be implemented with so little money. It was noted that the ICB would become the strategic commissioner with oversight of health

services. Most of their current functions and some of their staff will be transferred into a host organisation, likely to be Kingston & Richmond NHS Trust which will also act as a bank for the associated budgets.

- PPG members questioned who will advocate for patients during these changes, noting that patient feedback has not been clearly reflected in the process. JW responded that this depends on the final changes and the details outlined in the new contract.
- JW said there are no changes right now, but there have been suggestions that digital models could play a bigger role in primary care in the future. He reassured members that this would not replace GP practices.

## **2. Discussion about practice DNA (Did not attend) rates**

- Hampton Medical Centre PPG- Discussed DNAs and felt they were above average. One of the main areas were vaccination clinics. Around 150 patients a month DNA. Approximately 27 patients do not attend on certain days.
  - Mondays and Thursdays are the worst days. Mondays largely affected by demand carried over from the weekend triage system.
  - There is not a specific demographic that are repeat offenders.
  - A key contributing factor is incorrect patient contact details, resulting in text message reminders not being received. HMC has not yet identified all reasons for non-attendance and currently only follows up on missed appointments for children.
  - PPG queried what actions does the practice take for patients who DNA.
  - Twickenham Park Practice restricts patients from booking appointments for two weeks following a DNA unless there is a valid reason.
  - Hampton Hill reported encouraging stricter attendance, as missed appointments prevent other patients from being seen.
- PPG stated that practices need to further investigate the types of missed appointments, noting that vaccination clinics differ from standard consultations. Also understanding the reasons behind non-attendance.
- Parkshot Medical Practice (PMP) PPG- From March to September 2025 had a 5.8% DNA rate (314 out of 5,456 appointments). This was near the national average. PMP checked patient reasons for not attending and send reminder text messages in advance. It was noted that appointments booked far in advance (e.g. three weeks) contributed to higher DNA rates, as patients either forgot or no longer required the appointment and did not cancel.

- Jubilee Surgery PPG – DNA average over last 6 months 3%. They had resorted to sending one text message and issuing warnings to those who frequently DNA. There were suggestions that patients should be charged for not attending their appointments.
- Acorn Group Practice PPG- Suggested contacting patients to find out why patients did not attend.
- Hampton Hill Medical Centre (HHM) PPG- Text message reminders have led to a significant decrease in DNA rates. These messages emphasise the impact of missed appointments and highlight that cancelled slots can be offered to other patients
- The practice sends messages to patients and may remove those who frequently DNA without a valid reason.
- HHM have changed their website instructions on how to cancel; this includes sending a message to the admin team during working hours. Additionally cost of text messages are expensive, which has an impact on the practice and limits the amount of messages sent out.
- JW said there is pressure from the ICB to not send a second reminder text to save money. PMP stopped sending reminders for a period, unfortunately the DNA rate increased. As a result of this the practice went back to sending reminders, despite the costing.
- Messages include 'do you want to cancel?' This prompt has reduced wasted appointments. Members agreed that the reminders are useful as some patients will forget their appointments. Southwest London ICB bulk buy all the Accurx messages at the lowest rate for the population, all practices have an allocation of the messages based on their population.
- PT discussed RGPA report (attached) which included the DNA rates that would fluctuate sometimes almost reach 20%. Accurx messaging brought the DNA rate down to 10% which is still high. Observations showed that the wording of the messaging plays an impact to responses. Using the word 'cancel' at the beginning of the message helps the response rate which has saved a lot missed appointments, additionally accepting redirects from NHS 111 appointments over the weekend.
- Park Road Surgery PPG- Don't have an issue with DNAs. Through the Medicus clinical system patients receive a confirmation of appointment via email. 24hr before the appointment patients receive an email reminding of appointment including the

message 'click here to cancel', which seems to be effective. Email reminders do not have a cost. Members agreed that emails can be useful however can be hidden in junk folders.

### **3. PPG Updates and items for next meeting**

#### **Sheen Lane Health Centre - MD**

- Recently had a patient information event which included information about the NHS and involved two GPs discussed a range of topics. The event took place late morning and finished around noon, and the PPG organised the event. The event had a good turn out as a result of being publicised through their website, local voluntary organisations and word of mouth.
- Considering doing another event in a few months about health services that support people especially older and involving charities. They found that focusing on one health topic was important compared to an overload of topics.

#### **York Medical Practice (YMP) - ME**

- Newsletters were frequently taken from the notice board in the surgery; patients were pleased that there are physical copies as well as being on the website. Latest newsletter includes information about vaccinations that is written by the GP's. Includes when you should have the vaccinations (age), time span off different vaccinations and how many the patient may need and Information about Healthwatch.
- YMP's PPG decide the information that should be included in the newsletter then confirms with staff before publishing.
- Members had a discussion regarding if PCN meetings require patient input and wondering what they can do to help especially with the recent changes happening.

#### **Jubilee Surgery - AM**

- New to the PPG Network and would like more information from other groups. Suggestion arose for Crane Park Surgery and Jubilee Surgery PPG to collaborate as they share the same building.

#### **Twickenham Park Surgery - MC**

- PPG has been inactive the last year due to illnesses however meetings starting again.

#### **Park Road Surgery - VS**

- Discussion in the recent meeting was around feedback regarding the new Medicus clinical system and how it is operating. Members report feedback to the practice

manager there were concerns about moving to a triage system however is doing well - positive feedback from patients regarding this.

- Patients are still receiving same day appointments which is positive.
- Practice newsletter includes a featured member of staff.
- Premises is inadequate and considering expanding the surgery.
- Reported feedback about Healthwatch GP findings.

#### **Hampton Hill Medical Centre- AY**

- Surgery has a new notice board which includes a poster of next meeting date.
- Group has around 8 members and would like to recruit new people.
- Newsletter editing is distributed amongst PPG members and practice staff.
- Promoting weight management group at the Greenwood Centre, sessions are starting next month. Sessions included specific health related talks e.g. talks around diabetes and prediabetes.

#### **Acorn Practice- MG**

- Newsletter is prepared by PPG members with input from the practice. Includes staff profiles, health campaigns, and using the NHS app.
- Recent meeting had a presentation from the Digital Care Co-ordinator on NHS APP
- Speaker from Age UK will be attending next meeting to talk about the work with GP practices outlined at the last PPG Network meeting.
- Project supporting families with visually impaired children.

#### **Hampton Wick Surgery- BG**

- Newsletter contexts in discussed at the meetings and uploaded onto website by admin.
- Last Patient information event was November about cancer awareness. Next event in October about dementia awareness organised by the PPG.
- CQC inspection- Passed.
- Wants Age UK to run some sessions about digital information.
- Provided feedback from Healthwatch's Enter and View findings report for practice improvement.

#### **Parkshot Medical Practice - ST**

- A questionnaire was developed to gather patient feedback, covering areas such as continuity of care (seeing the same doctor), quality of consultations, and changes to appointment access policies. Feedback was generally positive, particularly regarding care pathways.
- Issue with PPG recruitment - Members suggested leaflets at vaccination groups, Patient surveys, friends and family.
- Promoting the PPG through posters and flyers to encourage people to sign up.



## Hampton Medical Centre- DS

- Considering moving from Accurx to rapid health. Practice Caps Accurx at 120 admin and clinical online request.
- Discussed the use of GP automate.
- Have created a community walk to encourage people to get active.
- Hampton Medical Centre has one of the largest numbers of face-to-face appointments quoted from Healthwatch.

## Any other Business.

- MD spoke about carers and young carers charter group and would like different organisations to join including GP practice  
[https://www.richmond.gov.uk/services/adult\\_social\\_care/adult\\_social\\_care\\_information\\_and\\_advice/looking\\_after\\_someone/carers\\_charter](https://www.richmond.gov.uk/services/adult_social_care/adult_social_care_information_and_advice/looking_after_someone/carers_charter)
- Health and social care co production group would like new recruiters, happy for new people to join. The group includes looking at health services when in the planning stage, the local authority will bring issues and discuss what can change.
- AM identified issues with their website and incorrect links for signups.

## Next Agenda

- Discussion on how to recruit for practice PPG and PPG Network and how to make it more representative.
- AI (Artificial intelligence) Scribes
- Referrals to hospitals
- Neighbourhood updates

Date to be agreed – suggested Wednesday 24th June at 19:00hrs online via teams

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