



SOUTH WEST LONDON INTEGRATED CARE BOARD (ICB)
SUTTON PATIENT REFERENCE GROUP
29th September 2025
18:00-20:00
MEETING NOTES

PPGs Attending	Organisations Attending
<ol style="list-style-type: none"> 1. Beeches Surgery 2. Benhill and Belmont Medical Practice 3. Cheam Family Practice 4. Grove Road Practice 5. James O’Riordan Medical Centre 6. Maldon Road Surgery 7. Manor Practice 8. Old Court House Surgery 9. Shotfield Medical Practice 10. Wallington Family Practice 	<ol style="list-style-type: none"> 1. Sutton Place Team, NHS South West London Integrated Care Board 2. Concessionary Travel Team, London Borough of Sutton 3. Healthwatch Sutton

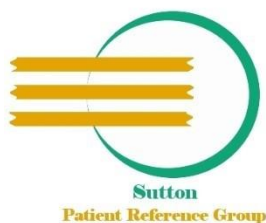
1.	Welcome & Introductions
1.1	The Chair welcomed everyone to the meeting
1.2	There were 0 declarations of interest
1.3	2 items identified for AOB
2.	Notes of the last meeting (28th July 2025) and Matters Arising
2.1	The notes from the last meeting were agreed
2.2	Action log carried forward from the last meeting:

	<p>Action 1: Healthwatch Sutton (HWS) to ask for update about out-of-hours/urgent dental care in Sutton</p> <ul style="list-style-type: none"> (From South West London Local Dental Committee) 111 sends patients to urgent treatment centres in other Boroughs based on capacity. Where have patients who PRG members know been sent to? We can ask 111 to send patients to nearby Boroughs if this is not currently happening. Please contact Healthwatch Sutton with any relevant feedback <p>Action 2: HWS to look at promoting patient groups in Sutton through Sutton Scene and other Sutton Council communication channels</p> <ul style="list-style-type: none"> Copy drafted and sent to LBS leadership 18/09/25 <p>Action 3: PPGs to ask Practice staff at their PPG meeting about their Practice's experience of Online Triage</p> <ul style="list-style-type: none"> Feedback from Grove Road PPG: Online Triage system working well and good for admin such as ordering medication. One member said system closed out of hours which made it difficult when working. Feedback from Manor Practice PPG: Online Triage system closed at 10am as had reached capacity. Directive from UK Government for GP Practices to offer online appointment bookings throughout opening hours from 1st October 2025. There is a debate over whether this is safer than the current system some GPs use, where they close their online form during the day when at capacity. This reduces the risk of missing a serious case, but does it also discourage some people from contacting their GP? BBC News article which gives more detail: https://www.bbc.co.uk/news/articles/cjed4qvzjeyo
3.	<p>NHS South West London Integrated Care Board Update</p> <p>3.1 The Sutton Place team gave a presentation about current changes to the NHS in South West London. Please contact Healthwatch Sutton for a copy of the slides</p> <p>3.2 Further points:</p> <ul style="list-style-type: none"> Going forward, most organisations which will have contracts with NHS South West London Integrated Care Board (SWL ICB) will be public. Some will be private Will the new ICB model prevent incidents like the Covid PPE Medpro contract? There's ongoing learning and questions from this. However, it's not ICBs' direct area

	<ul style="list-style-type: none"> • Under the new ICB model, an 'Integrator' organisation will be set up. This will carry out back office functions such as HR and payments to Providers. • SWL ICB's Chief Executive is leading a clinically-led strategy to map population needs across South West London. There is a focus on reducing hospital 'over-trading' • Reducing SWL ICB's running costs requires a staffing restructure. However, the ICB is waiting for HM Treasury to approve its business case for delivering this. • Local Provider Alliances (NHS Bodies & GP Federations) will also be a partner going forward. The 'Sutton Alliance' is a group of Providers which deliver healthcare services in Sutton: Sutton Primary Care Networks (GP Practices in Sutton), Epsom and St Helier Hospital Trust, South West London & St George's Mental Health Trust and the London Borough of Sutton. Community Action Sutton & Healthwatch Sutton are also members. They represent the Voluntary sector and Patient voice. <p>If anyone has questions about these changes, please send them to Healthwatch Sutton and they will share them with the Sutton Place Team</p>
4.0	Sutton Council Concessionary Travel Update
4.1	<p>The Concessionary Travel team spoke about the Blue Badge Application process in Sutton:</p> <ul style="list-style-type: none"> • Applications have increased to 400 per month • Apply online through the national Government website: https://www.gov.uk/apply-blue-badge • People can also be supported to complete an application over the phone or in person. Further details are here ('If you need support'): https://www.sutton.gov.uk/w/disabled-parking-blue-badge-scheme • The Team have a direct line but this is closed from 12pm on Tuesdays and Thursdays to allow time for processing applications: 020 8770 4578 • A paper application form is available in exceptional circumstances. Past issues with paper forms included illegibility and incompleteness. The increase in application volume has also made paper forms less viable as the main means of applying • There's a 12 week timescale for processing applications. This is currently achieved for 90%. Remaining 10% take longer as they require further supporting information • The relevant info applicants need from their GP is the 'Patient summary'. The GP should not charge for this

	<ul style="list-style-type: none"> • The Blue Badge renewal process is similar to the first-time application process. It asks for up to date information every three years. Reminders are emailed 12 weeks before expiry • If a Blue Badge holder passes away then upon notification the service will ask the family to destroy the card. This is a common practice with other local authorities • The Team have received positive resident feedback, particularly around the supported application process • Sutton Council meets with neighbouring Local Authorities to compare their Blue Badge application processes • The Concessionary Travel team is due to meet with Age UK Sutton before the end of 2025 to plan a poster. This will provide more info about Blue Badges. Action: PRG to feedback on poster once drafted • PRG Member feedback about the application process: <ul style="list-style-type: none"> ○ Member explained someone they knew found the automatic reply after submitting their application confusing. This is part of the national system so Sutton Team will feedback ○ Member said online application form easy but asked for same information multiple times. Again, this is part of the national system so Sutton Team will feedback ○ Member said process good and thanked team
5.0	Future of Healthwatch Update
5.1	<p>Healthwatch Sutton gave the following update about Healthwatch's future:</p> <ul style="list-style-type: none"> • The Labour Government (elected in 2024) decided to review the work of the Care Quality Commission • It commissioned the 'Dash' review, which expanded to include other organisations, including Healthwatch, which also focused on patient safety within the health and care landscape • The Dash review is online and pages 93-95 cover Healthwatch: https://assets.publishing.service.gov.uk/media/686bd5d52cfe301b5fb6780c/dhsc-review-of_patient-safety-across-the-health-and-care-landscape.pdf • The review was published alongside the NHS 10 Year Plan in July 2024. It proposes the following steps for Healthwatch: <ul style="list-style-type: none"> ○ Healthwatch England's functions will move to a new Patient Experience Directorate within the Department of Health & Social Care ○ Local Healthwatches' functions will move to their NHS Integrated Care Board and Local Authority. (There is a 'Local Healthwatch' covering each Local Authority in England, including Sutton)

	<ul style="list-style-type: none"> • The Government needs to introduce a Bill in Parliament and have it passed in order to implement these proposals. It has not done this yet and it is expected to happen by 2027, but this is not confirmed • There is concern that under these proposals, there will be no <i>independent</i> patient voice organisation, as the NHS and Local Authorities will be responsible for this work. There has been some kind of independent patient voice organisation for 50 years. This was previously the Community Health Councils • Local Healthwatches have created a petition calling for the Government to retain some kind of independent organisation, even if Healthwatch is abolished: https://petition.parliament.uk/petitions/732993 • Replacement organisations for Local Healthwatches could be set up following Healthwatch's abolition • Healthwatch Sutton has contacted both Sutton MPs (Bobby Dean & Luke Taylor). The MPs have said they can look at what they can do to challenge the Government's proposals in Parliament • Action: PRG to meet with Healthwatch Sutton and NHS SWL ICB to consider how the PRG can support the Local Healthwatch campaign. • Action: HWS to look into contacting the Press about the Local Healthwatch campaign
6.0	Any Other Business
6.1	<p>The GP Enhanced Access Hub (out of hours GP service) in Sutton has reduced its opening hours due to funding. It is now open 08:00-20:00 on Saturdays. Contact the Hub on 0333 332 6570 or visit their website: https://www.suttonpcns.co.uk/our-services/enhanced-access/</p> <p>Action: SWL ICB to look into reduced opening hours of the Sutton GP out-of-hours service and feedback to PRG</p>
6.2	<p>Last year, Epsom & St Helier introduced a new online booking appointment provider for Blood Tests. This is called Sangix. The old system was called Swiftqueue</p> <p>You can find out more on Epsom & St Helier's 'Book a Blood Test' page: https://www.epsom-sthelier.nhs.uk/blood-tests</p> <p>Alternatively, please contact Epsom & St Helier's Blood Test Admin Office: 020 8296 2862 (08:00-16:00)</p> <p>Action: SWL ICB to look into waiting times for hospital blood tests and feedback to PRG</p>



	<p>Date of next PRG meeting 25th November 2025, 18:00-20:00 Civic Offices/ Google Meet</p>
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Key Terms:

- **Any other business (AOB):** Topics which meeting members want to discuss
- **Declaration of Interest:** A statement made by a meeting member saying they may be biased about one of the topics at the meeting, because they are involved in it in some way
- **GP (General Practitioner):** A medical doctor
- **Matters Arising:** Issues with past minutes
- **Minutes:** A written record of a meeting's key points
- **Practice:** A GP surgery
- **Primary Care:** Care given by the NHS's first points of contact, including GP surgeries, pharmacies, dentists and opticians
- **PCNs:** Primary Care Networks. Groups of practices in the same geographical area, working together to deliver certain health services. There are 4 PCNs in Sutton. Details of them can be found here: [Website](#)
- **Sutton PCNs:** Sutton Primary Care Networks. A Community Interest Company supporting the delivery of NHS services in Sutton's four Primary Care Networks: [Website](#)
- **INTs:** Integrated Neighbourhood Teams. Groups of health and care providers in the same geographical area, working together to improve peoples' wellbeing. They cover the same geographical area as the PCNs, and are made up of representatives from mental health, adult social care, hospitals, community services, domiciliary care, voluntary organisations and patient groups
- **Online Triage:** Patients contact their GP Practice by filling in an online form on their GP Practice's website. The Practice then read the form and decide what the patient needs
- **PPGs:** Patient Participation Groups. Groups of patients from the same practice, who meet to give feedback to their practice's team
- **PRG:** Patient Reference Group. A group of patients from different PPGs in the same geographical area. This group give feedback about practices in that area to local NHS staff
- **PRG Officers:** The Chair and Vice Chair(s) of the PRG. They are the volunteers who are responsible for representing the PRG
- **Sutton Health & Care:** A provider alliance of different health services in Sutton, including community services, home care for adults, children's community health services and sexual health: [Website](#)



- **SWL ICS:** NHS South West London Integrated Care System. A partnership between the NHS, local councils and communities in South West London, responsible for planning and delivering health and care services there [Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth]
- **SWL ICB:** NHS South West London Integrated Care Board. An NHS statutory organisation which works across South West London to improve population health and set local shared priorities [Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth]: [Website](#)
- **Terms of Reference:** A document which explains how a group will work, including what its purpose is, how it will run itself and how people can join it

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