



**SOUTH WEST LONDON INTEGRATED CARE BOARD (ICB)
SUTTON PATIENT REFERENCE GROUP
25th November 2025
18:00-20:00**

MEETING NOTES

PPGs at the meeting	Organisations at the meeting
1. Beeches Surgery 2. Benhill and Belmont Medical Practice 3. Cheam Family Practice 4. Faccini House Surgery 5. Grove Road Practice 6. Maldon Road Surgery 7. Manor Practice 8. Old Court House Surgery 9. Robin Hood Lane Health Centre 10. Wallington Family Practice	1. Healthwatch Sutton 2. Adult Audiology, Epsom & St Helier Hospital Trust 3. Sutton Primary Care Networks 4. NHS South West London Integrated Care System

1.	Welcome & Introductions
1.1.	The Chair welcomed everyone to the meeting.
1.2.	There were no declarations of interest.
1.3.	1 item identified for AOB.
2.	PRG Membership Update
2.1.	The Chair thanked one of the PRG's Vice Chairs for his contribution to the PRG. This Vice Chair joined the PRG as one of Faccini House Surgery's representatives in 2015. He has been Vice Chair since 2022. He is moving from Sutton and will therefore be leaving the PRG later in the year.
2.2.	The Vice Chair thanked the Chair, Healthwatch and the PRG for their support and engagement during his time as a member and Vice Chair of the PRG. He thoroughly enjoyed his tenure and praised the PRG's contribution to NHS services in Sutton. He wishes to remain in touch in the future.

3.	Notes of the last meeting (29th September 2025) and Matters Arising
3.1.	The notes from the last meeting were agreed. They are available on Healthwatch Sutton's website: https://www.healthwatchsutton.org.uk/ongoing-work
3.2.	<p>Action log carried forward from the last meeting:</p> <p>Action 1: PRG to feedback on blue badge application poster once drafted (from Sutton Council's Concessionary Travel Team). <i>Awaiting draft poster</i></p> <p>Action 2: PRG to meet with Healthwatch Sutton and NHS SWL ICB to consider how the PRG can support the Local Healthwatch campaign. <i>Complete, statement to be discussed at 25.11.25 PRG. Plan to publish PRG statement and ICB/Sutton Council response on HWS's website</i></p> <p>Action 3: HWS to look into contacting the Press about Healthwatch's future <i>Decided against this</i></p> <p>Action 4: SWL ICB to look into reduced opening hours of the Sutton GP out-of-hours service and feedback to PRG. <i>Complete: Update from Sutton Primary Care Networks at 25.11.25 PRG</i></p> <p>Action 5: SWL ICB to look into waiting times for hospital blood tests and feedback to PRG <i>Ongoing</i></p>
4.	NHS Audiology Services in Sutton
4.1.	Epsom & St Helier Adult Audiology gave a presentation about their services in Sutton.
4.2.	<p>Further points made:</p> <p>The Audiology Team are always looking to visit Dementia Hubs and local Groups supporting individuals with hearing loss, to speak about hearing loss and the support available.</p> <p>Action: Healthwatch Sutton & PRG to connect the team with various groups in their network.</p>

	<p>If your PPG would like the Audiology Team to come and talk to them, or if there are other Groups you think the team should visit, please contact Healthwatch Sutton:</p> <ul style="list-style-type: none"> • andrew@healthwatchsutton.org.uk • 020 8641 9540 <p>In some parts of England, GPs will refer patients to High Street businesses (Specsavers, Boots etc.) for hearing loss treatment. In Sutton, GPs do refer patients to Audiology at Epsom & St Helier Hospitals.</p> <p>On average, people wait 10 years before seeking help for hearing loss. They may mask their loss in different ways. For example, by participating less in conversations or increasing the TV volume. People may deny they have a hearing issue if asked.</p>
5.	<p>Sutton Primary Care Networks Update</p> <p>5.1. Sutton Primary Care Networks gave a presentation about GP Practices' estates and access workstreams in Sutton.</p> <p>5.2. PRG Members had the following questions:</p> <p>Do Doctors need to work from a clinical room at their Practice for telephone consultations. Can they work remotely instead, to free up Practice space?</p> <p>Doctors do need to use a clinical room for telephone consultations. They need access to Practice systems, including IT software. There is some scope for enabling doctors to start doing this from home. However, smaller Practices still need a Doctor onsite, to clinically supervise other staff, such as Nurses.</p> <p>Can there be more evening and weekend GP appointments?</p> <p>Without increasing the number of staff, this presents a challenge. However, there may be more demand for appointments at these times. For example, they may be more convenient for people working on zero hours contracts.</p> <p>GPs were offering an out of hours service before COVID-19. What has changed?</p> <p>Sutton's population has increased from 180 000 to 214 000. The population are also living longer, meaning they may require healthcare for longer. Moreover, some GPs do not work full time in clinic. Instead, they do some days in clinic and some days in other roles.</p>

Will new housing developments in Sutton increase demand for local healthcare services? How can we ensure services are prepared?

Planning permission needs to include space for GP Practices, medical facilities and spaces for activities which promote health and wellbeing, such as exercise classes. However, GPs still need to choose to set up Practices there.

In Sutton, there are also spaces which could potentially become new Neighbourhood Health Centres. For example, Wallington Town Hall and Carshalton Library. The current Government's NHS 10 Year Plan calls for the creation of a centre in every community, as a 'one stop shop for patient care':

<https://assets.publishing.service.gov.uk/media/6888a0996478525675738f3a/fit-for-the-future-10-year-health-plan-for-england-executive-summary.pdf>

If you have any further suggestions for Neighbourhood Health Centre sites, or any other comments for Sutton Primary Care Networks, please contact Healthwatch Sutton. They will pass these on and Sutton Primary Care Networks will respond:

- andrew@healthwatchsutton.org.uk
- 020 8641 9540

New technology

GP Practices are using new technology to improve access. For example, Anima, Accurx, GP Automate and Heidi AI. Your PPG is welcome to discuss these with your Practice at PPG meetings.

What about vulnerable/nervous patients who want to see a Doctor at their Practice, rather than another type of clinician, such as a Pharmacist?

Although patients may want this, they are better off seeing another type of clinician for certain issues, such as medication queries or musculoskeletal conditions.

GP Practices have changed and are now staffed by various types of clinician: GPs, Pharmacists, Nurses, Physiotherapists etc. Many of these roles are employed under the ARRS (Additional Roles Reimbursement Scheme). See Glossary for more information.

What's happening with GP Extended Access in Sutton (out of hours GP service)?

New funding has been secured from South West London Integrated Care Board, meaning the service can reopen on Sundays from 8am over the

	<p>Winter. This Sunday service will remain until at least the end of March 2026. The service will also be open on Bank Holidays over Christmas.</p> <p>The service is also open on weekdays 4pm-8pm (including Paediatric (Children's) clinics, and on Saturdays, 8am-8pm.</p> <p>To find out more about the GP Extended Access service, visit their website or call:</p> <ul style="list-style-type: none"> • https://www.suttonpcns.co.uk/our-services/enhanced-access/ • 0333 332 6570
6.	<p>Open Session</p>
6.1.	<p>The PRG discussed Healthwatch's future:</p> <p>Healthwatch statement Healthwatch have published a statement online about its future and its support for the PRG: https://www.healthwatchsutton.org.uk/ongoing-work</p> <p>Healthwatch campaign Healthwatch England cannot join the campaign to challenge the Government over Healthwatch. They need to be neutral because of their position.</p> <p>However, Local Healthwatch organisations can challenge the Government's proposals, which they are doing. The Department of Health & Social Care recently responded to their petition, calling on the Government to maintain independent patient feedback organisations: https://petition.parliament.uk/petitions/732993</p> <p>There is also a possibility that Local Authorities and NHS Integrated Care Boards will commission 'Healthwatch-like' independent organisations to represent patient feedback, if Healthwatch's abolition goes ahead. In this scenario, could the PRG be involved in designing the new service?</p> <p>Healthwatch Sutton's Report Library: https://www.healthwatchsutton.org.uk/news-and-reports/search?combine=&field_article_type_target_id_1%5B%5D=103&Search=Apply</p> <p>National Reports Library (covering all Local Healthwatch organisations in England): https://nds.healthwatch.co.uk/reports-library</p>

7.	Any Other Business
7.1.	The Co-operative Party passed an emergency motion at their November Conference, calling on the Government to rethink its Healthwatch proposals.
	<p align="center">Date of next PRG meeting 26th January 2026 18:00-20:00 Sutton Civic Offices/Google Meet</p>

Key Terms:

- **Additional Roles Reimbursement Scheme (ARRS):** A scheme beginning in 2019, allowing GP Practices to recruit other types of clinical staff, selected to meet local population needs:
<https://www.england.nhs.uk/gp/expanding-our-workforce/>
- **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:** 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:** 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