



**SOUTH WEST LONDON INTEGRATED CARE BOARD (ICB)
SUTTON PATIENT REFERENCE GROUP
26th January 2026
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 5. Grove Road Practice 6. James O’Riordan Medical Centre 7. Maldon Road Surgery 8. Manor Practice 9. Old Court House Surgery 10. Shotfield Medical Practice 11. Wallington Family Practice 12. Wrythe Green Surgery	1. Healthwatch Sutton 2. NHS South West London Integrated Care System

1.	Welcome & Introductions
1.1	The Chairman welcomed everyone to the meeting
1.2	There were 0 declarations of interest
1.3	1 item identified for AOB
2.	Notes of the last meeting (25.11.25) and Matters Arising
2.1	The notes from the last meeting were agreed. They are available on Healthwatch Sutton’s website: https://www.healthwatchesutton.org.uk/ongoing-work
2.2	It is with great sadness to note the passing of one of the PRG’s members. They championed a variety of topics, sharing their knowledge and personal experience. May they rest in peace.

2.3	A previous PRG member has been named Outstanding Community Health & Wellbeing Champion at the 2025 Sutton Community Awards. Congratulations!
2.4	<p>Action log carried forward from the last meeting:</p> <p>Action 1: PRG to feedback on blue badge application poster once drafted. 15/01/26: Sutton Council are awaiting more information on dementia, and will then need approval for sharing poster with PRG. <i>Awaiting draft poster</i></p> <p>Action 2: PRG to meet with HWS and SWL ICB to consider how the PRG can support the Local Healthwatch campaign. Following October 2025 PRGO Meeting, statement published on HWS' website: https://www.healthwatchesutton.org.uk/ongoing-work <i>Statement shared with SWL ICB for response</i></p> <p>Action 3: Following the September 2025 PRG, there was an action to look into hospital blood test waiting times. On 19th January 2026, HWS spoke to EST's Clinical Services. HWS has shared their response with the PRG <i>Complete</i></p> <p>Action 4: HWS & PRG to connect EST's Head of Adult Audiology with various groups in Sutton. They are due to attend Carshalton INT 16th February, Tuesday Club 17th February, Thursday Club 26th February <i>Complete</i></p>
3.	<p>Reimagining Outpatients</p> <p>3.1 Reimagining Outpatients (RO) is a new programme for EST.</p> <p>3.2 It will initially focus on 'pathways' for Cardiovascular (Heart & Blood Vessels), Renal (Kidney) and Metabolic Disease (Diabetes and Obesity). Pathways are the treatment stages which people go through for health conditions.</p> <p>3.3 RO will help reduce the need for people to go to hospital if they can be treated in the community. The approach comes under the principle of neighbourhood, patient-centred care, which the NHS is developing as part of its 10 Year Plan (published in July 2025): https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future</p> <p>3.4 There is a RO workshop on 13th February, which the PRGO will attend.</p>



3.5	<p>Patients are encouraged to feedback on the RO proposal. Currently, EST use 'Gather' to collect patient feedback. It sends a link with an online survey. Do PPG members think there are other methods to collect feedback which EST should be using, such as paper copies? Please contact HWS with any suggestions:</p> <p>info@healthwatchsutton.org.uk 020 8641 9540</p>
4.	<p>GP Access Update</p> <p>4.1 The Sutton Clinical Lead for Primary Care Development gave a presentation about new developments in GP access in Sutton. Please contact HWS for a copy of the slides (HWS will check with them first).</p> <p>4.2 The following discussion included these points:</p> <ul style="list-style-type: none"> • Some patients are overusing their Practice's online contact form and sending in inappropriate requests. Staff have to work through these. Other patients have also misrepresented the seriousness of their condition. • Self-care: Patients can use the NHS website for basic advice. They don't always need to immediately see a GP. The NHS app can play a role here. • Can we do more health education events to raise awareness of different conditions, and the lifestyle choices which can prevent and control them? • Practices are using Heidi AI. It is a software which listens to and transcribes consultations between the patient and clinician. Patients can tell their clinician if they would prefer they didn't use it.
5.0.	<p>Dementia Overview</p> <p>5.1 A member of the Sutton Community Mental Health Team for Older People gave an overview of Dementia work in Sutton:</p> <p>5.1 Sutton Joint Dementia Strategy</p> <ul style="list-style-type: none"> • Sutton's current Joint Dementia Strategy (2025-2030) is available on Sutton Council's website here: https://www.sutton.gov.uk/w/sutton-joint-dementia-strategy-2025-2030 • PPGs are welcome to discuss this with their Practice and send comments to HWS: info@healthwatchsutton.org.uk

<p>5.2</p> <p>5.3</p>	<p>020 8641 9540</p> <ul style="list-style-type: none"> • The Strategy was approved in Summer 2025 • Key elements focus on dementia diagnosis, living well with the condition and appropriate end of life care. The Strategy also covers support for dementia carers. • The Strategy links with other Public Health strategies in Sutton. For example, Healthy Hearts and Stop Smoking. <p>Wider Organisations</p> <ul style="list-style-type: none"> • Sutton Carers Centre co-produced the dementia strategy, which includes support for dementia carers: https://www.suttoncarerscentre.org/dementia-carers • Sutton Age UK are coordinating the strategy's Dementia Hub: https://www.ageuk.org.uk/sutton/our-services/dementia-hub-5b2ac713-25d6-ee11-a81c-000d3abb7fb3/ • The Tuesday club and Thursday club run weekly sessions for people with dementia and their carers <ul style="list-style-type: none"> ○ Tuesday Club: Every Tuesday, 10.30-12.30, Ruskin Hall, Carshalton Methodist Church (SM5 3DE): https://carshalton-methodist.org.uk/community/tuesday-club/whats-happening/ ○ Thursday Club: Every Thursday, 10.30-12.30. St Pauls Church (SM6 9HG): https://www.wallingtonint.com/event-details/the-thursday-club-2025-11-13-10-30 <p>Sutton Context</p> <ul style="list-style-type: none"> • Sutton has an ageing population compared to other parts of London. Young people do get dementia, but it is mostly older people. • There's a 6 week target of referral to diagnosis. This is better in Sutton than elsewhere. • There is no breakthrough drug yet, but this could come in the future • INTs can support efforts to address dementia by choosing it as one of their priorities.
<p>6.0.</p> <p>6.1</p>	<p>Any Other Business</p> <p>'Your Health, Your Sutton, Your Voice' survey</p> <p>HWS has launched a survey in partnership with SPCNs. It asks for residents' views on the NHS 10 Year Plan, and how Sutton could implement its proposals. The Plan is split into 3 themes:</p>



	<ul style="list-style-type: none"> • Hospital to Community: More healthcare available in the community, reducing the need to go to hospital • Analogue to Digital: Healthcare which makes greater use of technology • Sickness to Prevention: Helping people live and stay well, rather than only treating sickness <p>HWS will share the results with SPCNs and SWL ICB. It has sent a poster advertising the survey to all GP Practices in the Borough. The survey closes on 8th February. You can complete it online here: https://www.smartsurvey.co.uk/s/x-LVKFHW/</p> <p>If you would like a paper copy, or want to know more about the survey, please contact HWS: info@healthwatchesutton.org.uk 020 8641 9540</p>
	<p style="text-align: center;">Date of next PRG meeting Tuesday 24th March 2026 18:00-20:00 Civic Offices/ Google Meet</p>

Acronyms & Key Terms:

- **ARRS (Additional Roles Reimbursement Scheme):** 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/>
- **AOB (Any other business):** 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
- **EST (Epsom & St Helier University Hospitals Trust):** Epsom & St Helier Hospitals, as well as services run from other sites, including Sutton Hospital
- **GESH (St George's, Epsom and St Helier Hospital Group):** A hospital group between Epsom and St Helier University Hospitals NHS Trust and St George's University Hospitals NHS Foundation Trust
- **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](#)
- **SPCNs (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
- **PRGO (Patient Reference Group Officers):** The Chair and Vice Chair(s) of the PRG. They are the volunteers who are responsible for representing the PRG
- **SHC (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](#)
- **TOR (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