


**SOUTH WEST LONDON INTEGRATED CARE BOARD (ICB)  
SUTTON PATIENT REFERENCE GROUP  
24<sup>th</sup> March 2026  
18:00-20:00**

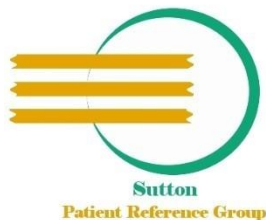
**MEETING NOTES**

<b>PPGs at the Meeting</b>	<b>Organisations at the Meeting</b>
1. Beeches Surgery 2. Benhill and Belmont Medical Practice 3. Cheam Family Practice 4. Faccini House 5. Grove Road Practice 6. Maldon Road Surgery 7. Manor Practice 8. Old Court House Surgery 9. Robin Hood Lane Health Centre 10. Shotfield Medical Practice 11. Wrythe Green Surgery	1. Healthwatch Sutton 2. NHS South West London Integrated Care Board 3. Sutton Local Medical Committee 4. Sutton Council 5. Arthritis Action

1.	<b>Welcome &amp; Introductions</b>
1.1.	The Chairman welcomed everyone to the meeting.
1.2.	There were no declarations of interest.
1.3.	There were no items identified for AOB.
2.	<b>Notes of the last meeting (26<sup>th</sup> January 2026) and Matters Arising</b>
2.1.	The notes from the last meeting were agreed. They are available on Healthwatch Sutton's website: <a href="https://www.healthwatchesutton.org.uk/ongoing-work">https://www.healthwatchesutton.org.uk/ongoing-work</a>
2.2.	Action log carried forward from the last meeting:

	<p><b>Action 1:</b> PRG to review Blue Badge Application Poster for LBS. <i>Update:</i> HWS to contact again and ask to review current draft. <b>Incomplete</b></p> <p><b>Action 2:</b> HWS to produce a ‘Future of Healthwatch’ statement. <i>Update:</i> Statement published on HWS’s website <a href="#">here</a> <b>Complete</b></p> <p><b>Action 3:</b> PRG to connect Head of Adult Audiology, EST with 4 INTs, Tuesday Club, Thursday Club and Age UK Sutton. <i>Update:</i> Email introductions sent. They attended Tuesday Club and Thursday Club in February. <b>Complete</b></p> <p><b>Action 4:</b> PRG Membership &amp; Officers to feedback on Reimagining Outpatients. <i>Update:</i> PRGO attended 13th February workshop. It was constructive and they are due to attend a follow up. PRG members made comments about:</p> <ul style="list-style-type: none"> <li>• the need to preserve a high quality renal (kidney system) service at St Helier Hospital.</li> <li>• the need to protect funding for acute services, even if there is a focus on providing more services in the community.</li> <li>• the need for joined-up NHS IT systems, to make workstreams like Reimagining Outpatients effective. <b>Complete</b></li> </ul>
<p>3.</p> <p>3.1.</p> <p>3.2.</p>	<p><b>Reablement Services in Sutton</b></p> <p>Sutton Council’s Hospitals &amp; Reablement Team gave an overview of reablement services in Sutton. HWS will circulate a summary with the PRG when this is available.</p> <p>If your PPG has further questions for the team, please send them to HWS. HWS will pass them on and share the team’s response:</p> <p><a href="mailto:info@healthwatchsutton.org.uk">info@healthwatchsutton.org.uk</a> 020 8641 9540</p>
<p>4.</p> <p>4.1.</p> <p>4.2.</p>	<p><b>Introduction to Arthritis Action</b></p> <p>Arthritis Action’s Head of Services &amp; Engagement gave the following overview of Arthritis Action:</p> <p> Arthritis Action Presentation_2026.p</p> <p>Arthritis Action’s website is here: <a href="https://www.arthritisaction.org.uk/">https://www.arthritisaction.org.uk/</a></p>

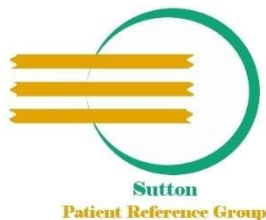
4.3.	<p>The following links are for specific pages on its website:</p> <ul style="list-style-type: none"> <li>• Videos: <a href="https://www.arthritisaction.org.uk/selfhv/online-self-management-programme/">https://www.arthritisaction.org.uk/selfhv/online-self-management-programme/</a></li> <li>• Podcast: <a href="https://www.arthritisaction.org.uk/arthritis-action-podcasts/">https://www.arthritisaction.org.uk/arthritis-action-podcasts/</a></li> <li>• Webinars: <a href="https://www.arthritisaction.org.uk/webinars/">https://www.arthritisaction.org.uk/webinars/</a></li> <li>• Newsletters: <a href="https://www.arthritisaction.org.uk/newsletters/">https://www.arthritisaction.org.uk/newsletters/</a></li> <li>• Mental Health Directory: <a href="https://www.arthritisaction.org.uk/living-with-arthritis/resource-centre/mental-health-directory/">https://www.arthritisaction.org.uk/living-with-arthritis/resource-centre/mental-health-directory/</a></li> <li>• Movement Snacks: <a href="https://www.arthritisaction.org.uk/news-events/movement-snacks-nov-25/">https://www.arthritisaction.org.uk/news-events/movement-snacks-nov-25/</a></li> <li>• Work resources: <a href="https://www.arthritisaction.org.uk/living-with-arthritis/what-is-arthritis/work-resources/">https://www.arthritisaction.org.uk/living-with-arthritis/what-is-arthritis/work-resources/</a></li> <li>• Membership: <a href="https://www.arthritisaction.org.uk/join-us/">https://www.arthritisaction.org.uk/join-us/</a></li> <li>• Calendar: <a href="https://www.arthritisaction.org.uk/media-centre/events/">https://www.arthritisaction.org.uk/media-centre/events/</a></li> <li>• Exercises: <a href="https://www.arthritisaction.org.uk/living-with-arthritis/self-management/exercise-and-arthritis/">https://www.arthritisaction.org.uk/living-with-arthritis/self-management/exercise-and-arthritis/</a></li> </ul> <p>Your PPG is welcome to invite Arthritis Action to one of its meetings to talk about the organisation. Please contact HWS to arrange this:</p> <p><a href="mailto:info@healthwatchsutton.org.uk">info@healthwatchsutton.org.uk</a> 020 8641 9540</p>
5.0.  5.1.	<p><b>Open Session</b></p> <p><b>My Care</b> My Care is an online portal for patients to help manage their care. It has been available to patients at Epsom &amp; St Helier Hospitals since February 2026. It has also been available at St George’s Hospital for longer. Patients need to be over 16 to use it.</p> <p>My Care’s functions are:</p> <ul style="list-style-type: none"> <li>• View your appointments and appointment letters.</li> <li>• See test results when they’re ready.</li> <li>• Complete questionnaires before your visit.</li> <li>• View parts of your hospital health record.</li> <li>• Access information related to your care.</li> </ul> <p>You can find out more information, including how to register, on EST’s website: <a href="https://www.epsom-sthelier.nhs.uk/mycare">https://www.epsom-sthelier.nhs.uk/mycare</a></p>



5.2.	<b>Meningitis Notice</b> All GP Practices in Sutton have a notice on their website about the Meningitis outbreak. It is on their homepage, highlighted in yellow.
6.0.	<b>Any Other Business</b>
6.1.	No items for AOB.
	<b>Date of next PRG meeting</b> Wednesday 13 <sup>th</sup> May 2026 18:00-20:00 Sutton Civic Offices (Room G3)/Google Meet

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
- **LBS (London Borough of Sutton):** Sutton Council
- **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