

**Porter Valley Primary Care Network (PVPCN)
Patient Voice Event – *Continuing the Conversation*
Thursday 23rd October 2025
*Summary Report***

1. Background

The Porter Valley Primary Care Network (PVPCN) consists of six GP practices: Carterknowle and Dore, Falkland House, Greystones, Hollies, Nether Green, and Rustlings Road. The network serves around 45000 patients, and more information [can be found here](#).

One area on which the network is focusing is around the Patient Voice, where patients in primary care have opportunities to have a say in the development and delivery of healthcare services. In 2015, the British Medical Association published [this updated document with some useful background](#). Patient participation groups (PPGs) and patient forums are part of this overall initiative, and more details can be [found here, from the UK Patients Association](#), and from the [National Association for Patient Participation](#).

In October 2025, an event was held at The King’s Centre by the PVPCN for patients across the network which had three objectives for participants:

1. Update patients on the implications of the Government’s 10 Year Plan for England.
2. Introduce patients to what we are doing to meet the development of Neighbourhood Working across Porter Valley.
3. Update patients on the patient participation groups (PPGs) across the network and what they are achieving for patients.

The meeting was advertised via existing PPGs and patient forums, notices in GP practices, and a text message targeting patients across the network who had accessed their practice within the previous month. Nearly 80 people pre-registered for the event, with around 50 people attending on the night.

Several people were involved in organising and delivering the meeting:

PVPCN

Elaine Atkin
Hayley Harriman

Patient Groups

Margaret Booth (Falkland House)
Nigel Gater (Falkland house PPG)
Ian Hodgson (Hollies PPG)
Jeet Khosa (Hollies PPG)
Andrew Sales (Greystones PPG)

GPs

Mike Lyons (Hollies, also Clinical Director, PVPCN)

SW Local Area Committee Representative

Mubarak Hassan

2. Presentations

There were several presentations during the evening, together with opportunities for discussion and questions. The meeting closed with a summary of discussions, a Q&A session and a brief consideration of next steps.

The first three presentations focused on health care delivery.

1. The 10 Year Health Plan for England [Dr Mike Lyons]

The core topic of this evening's event was around the Government's 10 Year Health Plan for England, and its implications for Primary Care and patients. Dr Lyons shared a selection of concerns and challenges, and more information about the plan can be [found here](#).

Core elements

- The aim is to shift health spending, with a focus on neighbourhood health.
- A new contract is planned, which will include single and multi-neighbourhood networks. It is unclear what the implications will be for the current primary care network arrangements.
- There is mention of 'Personal Health Budgets', but very little detail.
- One aim is to create neighbourhood health centres.
- A new GP Patient Charter should be available in all practices in due course.

Concerns

- Patients not being able to access GP appointments and the 8 am scramble for appointments.
- Waiting lists for hospital and community care have ballooned.
- Staff are demoralised and demotivated.
- Patients are receiving corridor care due to bed shortages.
- The UK is not doing as well as other countries regarding outcomes for major diseases, such as cancer – what are the implications for the proposed changes in primary care?
- What about small practices – how will they be affected by the plans?

The 10 Year Plan appears to be a roadmap for the future of health care, but the plan has limited details on how this can be achieved. In particular, the future roles of primary (community) and secondary (hospital) care are unclear.

There are ongoing discussions between GP-supporting bodies and the Government about the possible impact of some of the intended changes. The capacity of practices to make continuous online provision as well as walk-in and telephone access is a particular concern, especially around patient safety and well-being.

2. Network Health and Wellbeing Hub [Martha Jones, PVPCN Care Co-ordinator]

The second presentation focused on plans for integrated working across the Porter Valley neighbourhood, looking at the Network Health and Wellbeing Hub and how care co-ordinators utilise existing services and groups to support patients with different health and wellbeing issues. The presentation details of some services that are available.

With a growing acknowledgement that health and wellbeing impacts on quality of life, there is increasing emphasis on social prescribing and the need to work as neighbourhoods.

Our care co-ordinators are very aware of service availability across the network and can signpost patients with health and social needs. Patients can be triaged directly to the Health and Wellbeing Hub from a practice's reception without the need to wait for a GP appointment.

3. The Southwest Local Area Committee (SW LAC) [Mubarak Hassan, Representative]

Mubarak shared information on the roles and responsibilities of the SW LAC. The PVPCN and SW LAC are growing partners in the delivery of social prescribing for our patient population. SW LAC is a Sheffield City Council organisation with a budget of £100k per annum to cover four council wards. This funding is used to develop and deliver support groups, and our Care Co-ordinators can refer patients to these.

The second group of presentations focused on Patient Participation Groups (PPGs) in the PVPCN.

There are currently three active groups across the network, and potential interest for at least two more. Three group representatives shared information about their group activities.

4. Jeet Khosa [Patient Representative, Hollies Patient Forum]

Jeet explained that a key role of the forum is to enable patients to have a say in their health care and its delivery. Hollies Patient Forum currently has 13 members of the steering group, and over 70 members of an e-group. The steering group meets six times per year, addressing issues such as patient access, communication, key health issues affecting patients, and the challenges facing Primary Care.

What has the forum achieved?

- A positive working partnership with the practice.
- Acting as a sounding board for ideas from both practice staff and patients.
- Conducting biannual patient surveys and supporting the practice in helping to manage patient expectations.
- Helping to simplify wording on the practice website.
- Developing a new induction programme for Forum members.

Next Steps:

- To diversify the forum to better represent the demographic of the area, especially ethnicity and age.
- To look at ways to improve communication with patients.
- To support the development of patient groups across the six network practices.

5. Andrew Sale [Chair, Greystones Medical Centre PPG]

Greystones patient group is a relatively new group, and Andrew shared information about setting up the group and their vision for the future.

What are the PPG's aims?

- Building relations between practice and patient.
- Supporting practice communications.
- Working alongside the practice and producing newsletters and patient information.
- Representing patients.

What has been achieved?

- Developed Terms of Reference for the PPG.
- Developed a new practice logo.
- Introduced a PPG section to the practice web page.
- Developed and shared a first Newsletter.
- Completed a patient survey.
- Developed patient information leaflets.

6. Nigel Gater [Deputy Chair, Falkland House Surgery PPG]

Falkland House patient group, like Hollies Patient Forum, is well-established and has been active for several years. Nigel summarised their activities and aims for 2026.

Ongoing Activities

- Vaccination clinic support.
- Surgery Team 'Thank You' hampers.
- Annual fund-raising Christmas Quiz
- Transformation of the surgery garden.
- Conducting large scale Patient Survey.
- Developing an IT-based Patient Communication Strategy.
- Developing links with local patient groups.
- Working with the PVPCN.
- Looking to recruit new patients and diversify representation on the PPG.

3. Q&A – queries from participants

Some queries were raised by participants, and here is a selection:

What is a 'personal health budget'?

This is a term mentioned in the 10-year plan, and currently there is limited clarity about what it means. However, indications are that a personal health budget will be funding provided for specific health needs, resulting in greater transparency across services and increased personal choice. A useful overview and commentary on the 10-year plan can be [found here](#).

How do you assess the impact on patient health when you refer them to other services via social prescribers?

We are working hard to develop a joint working model across all neighbourhood services, though there is some way to go to ensure that records are appropriately

shared. We are also developing feedback mechanisms for services to share outcomes, which then then be placed in the patient record.

Finally, the developing a different working practice for social prescribers. In future, they will hold a caseload of patients who require more than one intervention. Follow up will become part of the service, noting outcomes in the patient records.

What about PPGs in the 10-year plan?

They are not mentioned specifically, though from a PVPCN perspective we really value the relationship with our PPGs, and support further development.

What is the relationship between the LAC and the PVPCN?

Part of the 10-year plan is to promote integrated working at network level and moving forward at Single Neighbourhood Practices (SNP). There are multiple benefits from working closely with service providers across our neighbourhood. This avoids duplication of services, identifies gaps, and ensures funding is spent wisely.

4. Next Steps – what happens now?

This evening's meeting closed with proposed next steps:

1. **Review the discussions** from the meeting and answer unresolved questions as soon as possible.
[LEADS: PVPCN team and October event organisers]
2. **Share this summary of the event** with all participants and more widely on the PVPCN website – further comments would be welcome!
[LEAD: PVPCN team]
3. **Develop a plan**, in consultation with patients and professionals, for how to take the Patient Voice initiative forward, both at practice and network levels.
[LEADS: PVPCN team, October event organisers, with input from patient representatives from practices across the network]
4. **Arrange a further event for 2026**, which will be face-to-face. This will provide feedback and further develop proposals based on this event and ratify plans for action.
[LEAD: PVPCN team with additional support as required]

Contact information

For further information about the PVPCN and patient involvement, please contact Elaine Atkin, PVPCN Manager, at: e.atkin2@nhs.net

For individual PPGs:

- **Falkland House PPG:** Margaret Booth [Chair] – margaret_booth@btinternet.com
- **Greystones PPG:** Andrew Sale [Chair] – Andrew.W.Sale@outlook.com
- **Hollies Patient Forum:** Ian Hodgson [Chair] – hodgsonian@gmail.com

EA/MB/IH
19 December 2025