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Democratic Services

HEALTH LIAISON PANEL

Thursday 19 November 2026 at 7.00 pm

Place: Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Health Liaison Panel meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Christine Cleveland (Chair)
Councillor Liz Frost
Councillor Bernice Froud
Councillor Alison Kelly
Councillor Julie Morris
Councillor Bernie Muir
Councillor Kim Spickett

Yours sincerely



Chief Executive

For further information, please contact democraticservices@epsom-ewell.gov.uk or tel: 01372 732000

EMERGENCY EVACUATION PROCEDURE

No emergency drill is planned to take place during the meeting. If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions.

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move to the assembly point at Dullshot Green and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Public information

This meeting will be held at the Town Hall, Epsom. A limited number of seats will be available on a first-come first-served basis in the public gallery at the Town Hall. If you wish to observe the meeting from the public gallery, please arrive at the Town Hall reception before the start of the meeting. A member of staff will show you to the seating area. For further information please contact Democratic Services, email: democraticservices@epsom-ewell.gov.uk, telephone: 01372 732000.

Information about the terms of reference and membership of this Committee are available on the Council's website. The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for this Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at Democraticservices@epsom-ewell.gov.uk.

Exclusion of the Press and the Public

There are no matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government Act 1972 (as amended). Should any such matters arise during the course of discussion of the below items or should the Chair agree to discuss any other such matters on the grounds of urgency, the Committee may wish to resolve to exclude the press and public by virtue of the private nature of the business to be transacted.

Questions and statements from the Public

Questions and statements from the public are not permitted at meetings of this Committee. Annex 4.2 of the Epsom & Ewell Borough Council Operating Framework sets out which Committees are able to receive public questions and statements, and the procedure for doing so.

Filming and recording of meetings

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Filming or recording must be overt and persons filming should not move around the room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non-handheld devices, including tripods, will not be allowed.

AGENDA

1. DECLARATIONS OF INTEREST

To receive declarations of any Disclosable Pecuniary Interests or other registrable or non-registrable interests from Members in respect of any item to be considered at the meeting.

2. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 8)

The Panel is asked to confirm as a true record the Minutes of the Meeting of the Panel held on 3 March 2026 (attached) and to authorise the Chair to sign them.

3. GOOD COMPANY

The Panel shall receive an update on the Poverty Pledge and the Crisis and Resilience Fund (CRF).

4. EPSOM AND ST HELIER UNIVERSITY HOSPITAL UNIVERSITY HOSPITAL NHS TRUST

The Panel shall receive an update on parking on the Epsom site, the property repairs being under-taken at the St Helier site, the actions taken to alleviate impact on residents, and the delays to the new hospital. Winter pressures shall also be discussed.

5. NORTH SURREY DOMESTIC ABUSE SERVICE (NSDAS)

The Panel shall receive an Overview of service offer and support.

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Minutes of the Meeting of the HEALTH LIAISON PANEL held at the Council Chamber, Epsom Town Hall on 3 March 2026

PRESENT -

Councillor Christine Cleveland (Chair); Councillor Alex Coley, Councillor Liz Frost, Councillor Bernice Froud and Councillor Bernie Muir.

In Attendance: Councillor Rod Ashford (Reigate and Banstead Borough Council) and Rachel Graville (Director of Operations) (Epsom Primary Care Network)

Absent: Councillor Kim Spickett

Officers present: Rachel Epton (Community Development Manager) and Lucy Buckland (Arts, Culture and Heritage Programme Officer)

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10 DECLARATIONS OF INTEREST

No declarations of any disclosable pecuniary interests or other registrable or non-registrable interests were made by Members in respect of any items considered at the meeting.

11 MINUTES OF THE PREVIOUS MEETING

The Panel confirmed as a true record the minutes of the meeting of the Panel held on 21 January 2026 and authorised the Chair to sign them.

12 EPSOM PRIMARY CARE NETWORK - SERVICE UPDATE

The Panel received a presentation (published subsequent to the meeting as a supplement to the agenda) from Rachel Graville – Director of Operations, Epsom Primary Care Network.

The Panel considered the following matters:

a) A Member raised a question around residents accessing GP appointments and getting an appointment in a timely manner. The Speaker explained that each practice will have their own process for residents accessing their services. The new GP contract for 2026/27 states that practices will have capped access – the clinical decision around what services are regarded as urgent will remain at practice level.

b) A Member raised a question relating to residents receiving support for mental health services. The Speaker explained that there isn't a practitioner at each practice who will triage for mental health support – the elected GP would triage the needs case-by-case.

c) A Member commented on residents who are regularly attending GP practices – who also benefit from support from wider community services. The Member raised concerns about funding for the legacy and sustainability of the community-led scheme. The Speaker explained that the GP contract and Primary Care Network is changed each year. The Speaker explained that for next year, funding will move from 'network level' to 'practice level'. The Speaker commented that GP funding is 'safe', however there is always a risk around sustained resourcing.

d) The Speaker stated that there is an additional cost to run out-of-hours clinics and that approx. The Speaker stated that approximately 4% of patients use c.20% of GP appointments time.

e) A Member commented on the success of GPIM and the impact of those with mental health and/or neurodivergence.

f) A Member commented on GP appointment times – and the impact for both patients and those caring for them – linked to travel costs and accessibility to care.

g) A Member commented on patients seeing the same GP when they visit the practice to receive care – the Member asked how this is sustained via recruitment/staff levels across practices. Speaker shared that most GP practices have an established and stable team of staff. Speaker recognised the positive effects of continuity of care for patients. Speaker went on and explained that when patients present at the practice with an acute need, then patients would be seen by the first GP available, however if the patient is able to wait, then practices would look to book appointment with the patients existing GP, in line with continuity of care provision. However, speaker shared that GP and practices are mindful of staff care and the risk of burnout due to high levels of appointments and requirements.

h) The Speaker agreed with Members' comments regarding waiting times/access to care for patients with mental health needs and those patients who are neurodiverse being too long. A Member commented that extended periods of waiting often causes increased anxiety for those residents in need of support.

i) A Member stated that Community Levy Infrastructure (CIL) funding for this year opens on 9th March 2026. The Member asked what type of applications would be beneficial to the Speaker's area of work. The Speaker stated that some practices are not fit to deliver modern-day healthcare, due to physical structure of sites. The Speaker also stated that

the PCN are struggling for practice space and consulting rooms and that expansion of GP space and an urgent-treatment centre would be helpful.

j) The Speaker shared that some practices are rented while others are privately-owned. Cllr suggested that it may be worth exploring opportunities linked to CIL funding.

k) The Chair shared that they had/continue to receive positive feedback from residents in relation to the GP online booking system. However, is mindful of those residents who are still not digitally savvy.

l) The Chair positively supported the community events taking place – stated that communication is key to sharing events with local residents to receive positive health outcomes. Speaker noted that they are keen to link community events with flu clinic.

m) An External Councillor Representative commented on CIL funding opportunities – with success stories across their borough via CIL funding. The Councillor commented on accessible community events and benefit of Community Development Officers working alongside residents – linked with the Chair's comment of importance of communications of events.

13 NORTH SURREY DOMESTIC ABUSE SERVICE - SERVICE UPDATE

The Panel noted that the invited speaker for this item had provided notice that they were unable to attend the meeting, and on this basis the item could not be considered.

The Chair advised that the speaker would be contacted with a view to rescheduling the item for consideration at a future meeting of the Panel.

The meeting began at 7.00 pm and ended at 7.55 pm

COUNCILLOR CHRISTINE CLEVELAND (CHAIR)

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