



FRIENDS OF LILYVILLE SURGERY

(PATIENT PARTICIPATION GROUP)

Friends of Lilyville (PPG) meeting minutes – 1/10/2024

Friends of Lilyville members: JG, SH, CG, MW, CW, MH

Surgery Members: VC, Dr EWP, MP

1. Welcome/Introductions/Apologies

- Warm welcome to everyone by PPG Chair Ms Merril Hammer.

2. Minutes/Matters Arising

- Merril suggested that formally agreeing minutes etc made the meeting too formal and that we should try to keep things more informal and friendly. This was agreed.
- Merril indicated that two issues were to be discussed further in this meeting – the CQC focus on ‘effective’; and the Patient Involvement and Engagement meeting of the South Fulham Primary Care Network
- VC- safety netting about the test results - as we previously discussed that when results are received by the surgery, they go to the GP team, ideally the GP that requested them. GP then checks the results and files the normal results, but sends follow up text or some sort of communication to patient if there is anything unusual or unexpected to discuss in the results. The surgery has changed the policy and can give the results to patients over the phone and by email or by a printed copy at the reception. All patients with online access can also view their results via NHS app.

3. CQC Inspection focus on ‘effective’ – Is Lilyville an ‘effective’ practice?

- According to the Care Quality Commission, effective care is when people receive treatment, care and support that: achieve good outcomes, promotes a good quality of life, and is based on the best available evidence.
- EWP – Our surgery is getting better and better at communicating. There is a lot more awareness in the general population due to social media and news channels. We are sending text and emails to our patient population with internet access to keep them posted about their appointments which helps reduce the non-attendance. We are also in the process of switching our website to be more friendly and communicative.



4. Report on PCN meeting – Patient Information and Engagement Group (PIEG)

- 2 of our PPG team members attended the PIEG meeting and gave a detailed and interesting report back. The PCN was created in 2019. South Fulham PCN has now extended to 27 different team member who support 7 different surgeries in our area with 63,000 total number of patients.

5. Save our Pharmacies

- Merril reported on the campaign by the National Pharmacy Association to stop local pharmacies from closing and to demand proper funding for them. EWP stressed how important local pharmacies are and how they will contact GP practices when they notice particular problems, given that pharmacies are a key link between patients and practices.

6. GP Access Update – Where we are and what comes next

- We discussed the NW London health bosses (the ICB's) plans to survey patients for their views on GP access and to hold meetings for patients. Some concerns were expressed about the 'negative' nature of the survey questions. Patients are encouraged to attend any meetings (now delayed until November) to put forward their views, constructively, on how access to their own GP practice might be improved if this is necessary.

- 7. Date of Next Meeting** The next meeting of Friends of Lilyville will be on **Monday 2nd December – 5.30-7.00pm**. We hope to have a 'relaxing' end of year and festive season meeting. **EVERYONE WELCOME!!**